

Oranges and Lemons (Clement Park) Day Care of Children

2 Clement Park Place
Dundee
DD2 3JN

Telephone: 01382 611 361

Type of inspection:
Unannounced

Completed on:
31 August 2021

Service provided by:
Bertram Nurseries Limited

Service provider number:
SP2003002955

Service no:
CS2014324895

About the service

The service is registered to provide care to a maximum of 51 children at any one time, from birth to an age to attend primary school, of whom no more than 12 can be under two years of age.

The service is provided from a detached building, of which the service has sole use. The service has a 0 to 2 years room, 2 to 3 years room and 3 to 5 years room. The outdoor play area can be accessed from playrooms and provides a secure space for children to take part in outdoor play. At the time of this inspection the service was in partnership with Dundee City Council, offering funded early years childcare and education places for 3 and 4 year old children.

This service registered with the Care Inspectorate on 28 April 2014 and is currently undergoing a variation to change the name of the service. We visited the service on Thursday 19 August 2021. Two inspectors from the Care Inspectorate carried out the inspection. We gave inspection feedback to the provider and management team on 31 August 2021.

What people told us

We spoke with children throughout the inspection, who were generally seen to be happy and settled in the nursery. They were enjoying their play with other children and staff.

We also spoke informally to one parent who was collecting her child and expressed overall satisfaction with the service. She liked the staff and said that her child was happy to attend.

She would have liked more feedback about her child's progress. We also received e-mail feedback from three other parents using the service. Their comments included:

"I received good communication from the nursery manager about settling in, with regular weekly calls to say how my daughter was getting on and to discuss techniques for helping her to settle better as, at the beginning, she tended to get upset during snack and lunch time. The nursery has been good at sending regular emails relating to any changes to procedures and staff. "

"I have received a survey by email about meal options and opening hours. "

"The nursery staff share information verbally with me when I collect my child at the end of the day. My daughter has only been at the nursery for five months so I've not seen anything on the learning portal yet."

"I like that they make use of the local area for walks and use the outdoor space a lot."

"There has been a lot of changes over the last few months with staffing and the nursery has been good at keeping me up to date. My daughter loves going to nursery now and I can see a difference in her in terms of being more confident and sociable."

"I feel that we have all been supported amazing throughout the pandemic. My child has taken it all in his stride and understands everything that has went on. I think the setting has a lot to do with that also as they do frequently reassure the children about everything."

"We have an app where we get daily updates regarding what the child has been learning that day and the activities involved. We also get a hand over at the end of the day."

"My child has come a long way since starting nursery and I can only thank the staff at Happitots for that."

"My child gets super excited every day about going to nursery, he absolutely adores all staff especially Chelsea."

"All children seem to be happy and busy when dropping/collecting my child."

"Under the previous nursery manager, a parent focus group was set up which I was due to be involved in, however this never took off."

"We have had the odd thing through to comment on in terms of meals, activities, however this doesn't feel particularly structured. I feel the pandemic has affected this as there is not the same interaction with staff and managers as we are understandably not being allowed into the nursery at drop off/pick up."

"There have been a number of recent changes regarding staff within the nursery and particularly within my child's room and I feel handover regarding my child has been negatively affected due to this. I get a brief update regarding how he has been that day and his food intake, however cannot remember the last time I had a formal update regarding his learning and development, activities he is doing within nursery and how this is against his early years development/indicators. There is nothing on the ParentZone app regarding his progress, pictures, etc."

"I feel communication could be improved along with the need for some stability within staffing, however I fully understand this is challenging for any business but it feels like there has been a lot of staffing changes between managers and room staff since my child started."

"I am frustrated at the moment as my child has been out of nappies for 2 - 3 months with very few accidents in nursery bar the first week or two, however over the past few weeks when both key persons in his room changed, he has had an accident near enough every day which I am not always informed about on pick up and despite asking staff within his room am not fully understanding why he is now having issues with this after previously taking it all in his stride. "

"My child is a confident, independent and quite laidback wee boy and so in general he does always appear to be quite happy and confident with staff and is always keen to go into nursery and interact with the other children and staff."

"I feel the nursery makes best use of the resources and spaces that they have and are very good at thinking up new and creative ways and things for the children to use and do."

"Generally I do find it a good nursery with most of the staff helpful and supportive, however there is some room for improvement."

"Opening times have been a challenge for me and my family at Clement Park, pre-pandemic they were always open 7am - 6pm, however they are now only open from 8am, which for working parents is not very accommodating. I am aware this may be changing, however with no adjustments to fees and no real clarification if they will be opening earlier going forward, I am having to consider whether a move to another nursery may be better suited."

We shared key points from the parental feedback with the service at the inspection feedback meeting to inform their improvement agenda.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance systems. These demonstrated the service priorities for development, which were explored further with the current management team.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

There was a relaxed and welcoming atmosphere, most children were content and settled. Children had made good attachments with nurturing staff. They were having fun with kind staff, who spoke to children respectfully.

The baby room was calm and relaxed and there was very little crying heard. Some older children appeared to be restless at times and needed more adult support to engage in more purposeful play. There were lost learning opportunities. Staff needed to develop more effective skills and high quality interactions to support children in their play and learning (see recommendation 1).

Children had good opportunities to be active in the fresh air, with enhanced access to outdoor play for all age groups. All children were seen to be having fun outside with an adequate range of activities and resources. This area should continue to be developed to offer greater challenge and opportunities to engage with nature.

Children could lead their own play and there was a spontaneous approach to planning. However, the quality of recording and evaluation of children's experiences was variable. Most staff were new to the service and needed to develop skills in observation, planning and recording to enhance children's experiences (see recommendations 1 and 2).

Children were seen to be building friendships and enjoying the company of other children, they were learning social skills like sharing and considering others.

Information was gathered through 'Thrive' printed personal plans which ensured consistency to the information that was sought. Staff needed to be mindful to ensure that plans were always dated so that it was clear when information needed to be reviewed. There was little indication during the onsite inspection that staff were routinely noting children's progress and using their observations to inform planning. Next steps in learning were not routinely identified and tracked. Some staff told us that they did not always have time to complete learning journeys. It was noted in reviews that some parents said they would like more feedback about their children's progress (see recommendation 2).

The baby's lunchtime was observed to be calm and relaxed; children ate well and were supported to be independent. Individual preferences were known and respected. The experience for older children was more task driven and they would have benefitted from more engagement with staff. Best practice guidance is currently being used to inform development of children's mealtime experiences.

Most staff had a basic understanding of their responsibilities to safeguard children. Further Child protection training is planned for the whole team in September 2021 to update knowledge in this key area.

There were some issues with the recording of medication, which must be accurately recorded to ensure children's health and safety. The manager promptly addressed these issues during the inspection. However, correct procedures must always be followed and more robust auditing must be put in place to keep children safe (see requirement 1).

Requirements

Number of requirements: 1

1. Procedures for the safe administration of medication must be followed at all times and routinely audited to ensure children's safety. A full review of all medication administered in the service must be undertaken by 1 October 2021.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state that:

'I use a service and organisation that are well led and managed.' (HSCS 4.23); and
In order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instrument 2011/210) SI 2011/210 4 Welfare of users 4.(1). A provider must:

(a) make proper provision for the health, welfare and safety of service users.

Recommendations

Number of recommendations: 2

1. The quality of children's experiences needed to improve to ensure that they are being better supported to thrive and reach potential.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state that:

'My care and support meets my needs and is right for me.' (HSCS 1.19).

2. Recording of children's needs and progress needed to be promptly improved to ensure that updated information is used to inform children's care needs and used effectively to support their learning and development.

This is in order to ensure that 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).

Grade: 3 - adequate

Quality of environment

Findings from the inspection

The environment was bright with ample natural light in all rooms. There had been some review and reorganisation of rooms to create a calmer and more natural environment for children. Staff told us that this had a positive effect on children, who were calmer and more focused at play. Displays had currently been removed whilst the rooms were being reorganised. This meant that rooms did appear a little bland and there was little use of print and number seen in all rooms. Some natural and open-ended resources had been provided which gave children some opportunities to investigate, explore and problem solve. However, further review was needed, with greater emphasis on staff observing how children are using areas and resources. A broader range of resources should be introduced to ensure that children remain interested and challenged by the learning environment. For example, ensuring that role play areas are well resourced and provide materials to support literacy and numeracy (see recommendation 1).

Cleaning schedules were in place, with some additional cleaning of high touch areas observed during this inspection. However, the bathroom for two year olds was seen to be in a disorganised condition and the area did not look clean. This was brought to the attention of staff and promptly addressed. Staff told us that when they were short staffed it was difficult to complete all cleaning tasks. Appropriate hand washing was mostly seen throughout the observed session, but this was not consistent. Some pre-school children washed their hands too early before lunch and then returned to play and children were not always washing hands when returning indoors. There must be a more robust and consistent approach to handwashing to keep children safe and well (see requirement 1).

There is no child sized hand wash sink in the 0-2's room so wipes were used to clean the children's hands. Further development of this room should provide a suitable sink to help children develop good handwashing habits from a young age. It was also noted that the pre-school room sink was also used as a cleaning station for paint pots which should be reviewed. Staff informed us at the feedback meeting that these issues had been identified and would be actioned through their own maintenance programme. More robust monitoring of cleaning should be undertaken to ensure consistency of standards (see requirement 1).

One child's sleep blanket that was brought from home was not stored hygienically. It was on the floor in a grubby condition and then used by the child at bedtime. All bedding must be stored hygienically (see requirement 1).

Risk assessments and procedures were reviewed and updated as required and took account of latest Covid-19 guidance. Staff socially distanced and wore masks when leaving playrooms. The nursery building was ventilated. However not all windows were open. We reminded staff to keep doors and windows open to maximise air flow in all areas. For example, the window in the babies sleep area was not open. Children were cared for in consistent cohorts within rooms for specific age groups.

There was clear nappy changing guidance in place that reflected good practise.

Requirements

Number of requirements: 1

1. Robust infection control and prevention measures must be consistently adhered to and routinely monitored to keep children safe and well. There must be a more robust approach to hand washing. Measures must be put in place immediately.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state that:

'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' (HSCS 5.22); and

In order to comply with regulations SSI 2011/210 10 Fitness of Premises 10(1) (2) (a) (c) (3) (a) (d)

Recommendations

Number of recommendations: 1

1. Resources should be extended to provide children with broader experiences and a richer learning environment.

This is in order 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 and creativity.' (HSCS 2.27).

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

Children had developed positive relationships with staff. Most staff knew children well and were meeting their immediate care needs. Whilst staff interactions with children were kind and warm, they needed to develop greater skill in supporting children's learning. They should be knowledgeable about key early year frameworks, develop observation skills and greater understanding of how to support children's play and learning.

There was a committed and enthusiastic new nursery team, most of whom had worked at the nursery for a very short time. Staff were all friendly and approachable and told us they enjoyed working at the nursery. They also told us that the service sometimes felt understaffed, and they did not always have time to keep up to date with important tasks. Staff to child ratios were met during the inspection visit. Managers often needed to cover rooms to meet ratios and enable staff to take breaks and there was an agency worker on duty during this inspection. Successful applicants from recent staff recruitment were currently being vetted

to fill vacant posts, two of whom will be modern apprentices. Children were safeguarded through the safe recruitment of staff, which had improved since the last inspection and now reflected best practice. We were not fully confident that staffing can always meet children's needs and the requirement made at the last inspection has not been fully met (see requirement 1).

Some staff have only recently completed SVQ 3 training and still require support and mentoring to learn and develop in their roles. There is a lack of experience and knowledge in the team. There are too few strong practitioners and good role models to effectively induct and support apprentices and newly qualified staff (see requirement 1). There is great potential and enthusiasm within the team but a need for more experience and knowledge to lead the improvement required within the service.

Good teamwork was observed, staff were supportive and flexible and had pulled together effectively through periods of staff shortages to meet children's needs.

A staff development programme is in place. There had recently been a training day where a range of relevant practice issues had been explored. Staff have completed a range of online training, but it was not evident that this learning had impacted on improvement to the service. The service should develop a more reflective approach to training and team development with greater emphasis on how learning is transferred to practice to enhance outcomes for children.

Staff felt supported by management and felt that there were systems in place for raising any issues and information sharing.

Requirements

Number of requirements: 1

1. The provider must ensure that there are sufficient qualified, skilled and experienced staff on duty to meet children's needs by 17 December 2021.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) 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); and
In order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instrument 2011/210) Regulation 9 Fitness of Employees
9.(1) A provider must not employ any person in the provision of a care service unless that person is fit to be so employed.
(2) b) A person who does not have the qualifications, skills and experience necessary for the work that the person is to perform.

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

The manager and depute worked well together and were friendly and approachable. They had established good relationships with staff, children and parents and had a daily presence in nursery rooms. However, they had not had sufficient time to significantly improve the service during the limited time in their posts. There had been a lack of continuity in the management team, with a succession of three managers in a short space of time. The current manager has been in post since 1 March 2021 and will be leaving in the coming weeks, the depute has also been in post for only a matter of weeks and has limited management experience.

There had been limited progress made on the requirement and recommendations made at the last inspection. We noted some improvement to the environment, review of menus and mealtimes, more robust staff recruitment procedures and greater use was being made of outdoor learning. However, progress in other areas was disappointing. Some developments were still at an early stage and not yet improving outcomes for children. There was still no greater consistency to staffing, with a lack of experience, knowledge and skill compromising outcomes for children.

A quality assurance calendar is in place that informs monitoring of the service. It is too soon to comment on the effectiveness of measures introduced by this new management team. We suggested that they make greater use of self-evaluation and use 'How good is our early learning and childcare?' and other tools to review their practice and inform improvement of the service (see recommendations 1 and 2).

The team were working in partnership with development staff from Dundee City Council to support the improvement of the service.

Overall, we were concerned about the lack of progress and improvement since the last inspection. The service needs skilful leaders and a period of staffing and management stability to drive forward the improvement agenda and enhance experiences and outcomes for children (see recommendations 1 and 2).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. Robust and effective quality assurance measures should be in place to drive improvement of the service. The service should make greater use of self evaluation tools to support their improvement journey.

This is in order 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.' (HSCS 4.19).

2. Effective support, development and training systems should be put in place for all staff to build confidence, improve practice and outcomes for children.

This is in order 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 trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.' (HSCS 3.14).

Grade: 2 - weak

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

Previous requirements

Requirement 1

The provider must ensure that there are sufficient qualified, skilled and experienced staff on duty to meet children's needs. Robust staff recruitment processes must be consistently followed to keep children safe and protected by 1 June 2020.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) 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), and in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instrument 2011/210) Regulation 9 Fitness of Employees

9.(1) A provider must not employ any person in the provision of a care service unless that person is fit to be so employed.

(2) b) A person who does not have the qualifications, skills and experience necessary for the work that the person is to perform.

This requirement was made on 31 August 2020.

Action taken on previous requirement

There have been ongoing staffing shortages since the last inspection, with high staff turnover. This is a new team with few existing staff from when the last inspection took place.

Although staff to child ratios were met during this inspection visit, staff told us that they were sometimes short staffed. On the day of inspection, staffing was enhanced by use of an agency staff member and the management team were needed to cover rooms to allow staff to take their breaks.

There is a lack of experience within the team, with some practitioners only very recently completing SVQ training and still requiring some mentoring and support. There was little knowledge of key early years frameworks and too few strong mentors to support and develop this new team. Although ratios were met during the inspection we are not fully confident that this requirement has been met and it will be continued in this inspection report.

Not met

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

Previous recommendations

Recommendation 1

The quality of children's experiences needed to improve to ensure that they are being better supported to thrive and reach potential.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "My care and support meets my needs and is right for me" (HSCS 1.19).

This recommendation was made on 31 August 2020.

Action taken on previous recommendation

There were still too many lost learning opportunities and inconsistency to staffing to best support children to thrive and reach potential. This recommendation will be continued in this inspection report.

Recommendation 2

Recording of children's needs and progress needed to be promptly improved to ensure that updated information is used to inform children's care needs and used effectively to support their learning and development.

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

This recommendation was made on 31 August 2020.

Action taken on previous recommendation

Children's learning journeys had not been routinely updated during periods of staff shortage. Next steps in learning were not routinely being identified and tracked. This recommendation will be continued in this inspection report.

Recommendation 3

Resources should be extended to provide children with broader experiences and a richer learning environment.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) 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 and creativity" (HSCS 2.27).

This recommendation was made on 31 August 2020.

Action taken on previous recommendation

Whilst noting more natural and open ended resources had been provided, further review is needed to ensure that children are motivated and challenged by the range of resources and activity on offer. This recommendation will be continued in this inspection report.

Recommendation 4

The outdoor area should be developed and used in a way that allows children to freely access outdoor play and explore and investigate in an inviting and natural environment.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors" (HSCS 1.25).

This recommendation was made on 31 August 2020.

Action taken on previous recommendation

The service was enabling children to have more time playing outside. They should continue to develop the outside play space to provide children with greater challenge and more contact with nature.

Recommendation 5

The rooms for children under 3 years of age should be further reviewed to create a more comfortable and homely atmosphere.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I am able to access a range of good quality equipment and furnishings to meet my needs, wishes and choices" (HSCS 5.21).

This recommendation was made on 31 August 2020.

Action taken on previous recommendation

We did not review this recommendation as we are not currently recommending adding more soft furnishings to environments during the Covid-19 pandemic.

Recommendation 6

Robust and effective quality assurance measures should be in place to drive improvement of the service.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes" (HSCS 4.19).

This recommendation was made on 31 August 2020.

Action taken on previous recommendation

There have been changes to the management team and quality assurance systems were at an early stage. This recommendation will be repeated in this inspection report.

Recommendation 7

Effective support, development and training systems should be put in place for all staff to build confidence, improve practice and outcomes for children.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) 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 recommendation was made on 31 August 2020.

Action taken on previous recommendation

There was a programme in place for staff development, which included a range of training.

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	
31 Jan 2020	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
26 Feb 2019	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed

Date	Type	Gradings	
12 May 2016	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
9 Apr 2015	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate

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