

Rannoch Early Learning and Childcare Centre Day Care of Children

Tinto Drive
Grangemouth
FK3 0DZ

Telephone: 01324 508 700

Type of inspection:
Unannounced

Completed on:
29 September 2021

Service provided by:
Falkirk Council

Service provider number:
SP2004006884

Service no:
CS2003011492

About the service

The service registered with the Care Inspectorate on 1 April 2011.

Rannoch Early Learning and Childcare Centre is registered to provide a care service to a maximum of 137 children aged from birth to those not yet attending primary school, of whom no more than 12 are aged under 2 years and no more than 65 are aged from 2 years to under 3 years. It operates as part of Falkirk Council offering funded early learning and childcare for children aged two until they enter primary school. There is also provision for children under the age of two.

The service is located in a residential area of Grangemouth, close to the local primary school and high school. Children are looked after across four play spaces, three of which are in the main purpose built premises and one in a Portakabin within the grounds. All children have direct access to a designated outdoor play space as well as toilet and nappy changing facilities.

The vision, values and aims of the service include:

- Our children are at the centre of everything we do at Rannoch and are celebrated as individuals. Our passionate and dedicated practitioners ensure that children feel welcome and valued through creating welcoming, safe, and inclusive environments that meet the needs and interests of all children.
- We aspire to provide the best possible outcomes for our children and families at Rannoch through regular communication that is tailored to the individual family.
- Using "What matters to me" practitioners aspire to have a holistic view of each individual child which will ensure they are happy, healthy and settled within the setting.
- We value our families as experts on their child. Staff develop positive relationships with families which allow us to provide relevant support and to regularly share their child's interests, learning and development."

We carried out an unannounced inspection of Rannoch Early Learning and Childcare Centre from Monday 27 to Wednesday 29 September 2021. We undertook an on-site visit on Monday 27 September 2021 and continued the inspection using virtual technology. Feedback was provided to the manager and provider on Wednesday 29 September 2021. As part of the inspection process, we undertook the following:

- observations of children's play
- discussions with children
- video and phone call contact with the manager, provider and staff
- email contact with parents and carers
- review of written evidence such as personal plans, policies, procedures and risk assessments
- review of communication evidence for families including emails and social media posts.

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 of 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 of 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

Sixty children were in attendance when we inspected the service.

Younger children were comfortable in the space and with the staff team who were responding well to their individual needs. They were busy enjoying a variety of play experiences which supported their style of learning and individual development. They had good opportunities to be physically active and play outdoors, for example, jumping in autumn leaves and muddy puddles.

Older children were generally happy, enjoying the opportunities they had to play with the resources on offer. They were keen to spend time with staff while also playing with other children, building friendships. Most children were having fun, sharing their play with others and helping their friends to learn new things. When children became upset, staff comforted them and tried to help them to resolve any conflict they had with their peers. They told us:

"My favourite thing about nursery is drawing."

"I'd like to do some homework and go to school."

"We need to look after the baby. He's cold."

"Can you read me a book? I love books."

We asked the nursery to share an email request for feedback from parents and carers at the beginning of the inspection. We heard from ten families and they were generally very happy with the experience their child was having in the nursery. They were confident that their children were safe, healthy and well looked after in the service and told us that staff had been warm, welcoming and supportive to them. They felt that they had been kept well informed about what was happening in the nursery, including when there had been changes to guidance during the pandemic. They were happy with the play experiences on offer and felt staff knew their child well as individuals. Their comments included:

"I am confident (my child) is safe, healthy and happy at Rannoch. He always gives me updates on his day and loves telling me stories about what has happened and about the staff and his peers. The staff have informed me on occasions that (my child) can become upset at a certain time of the day, just before his pick up time and he also tells me this but he informs me how the staff manage this i.e. by taking him to look for cars etc."

"From our child's first settling in visit until now, all the staff team have always been welcoming and friendly which has supported our son in settling into the setting. He is always eager to get to nursery and has a great time when he is there."

"We feel that partnership working is done very well within the setting. We like that we are included in our child's play and learning journey at the setting which makes us feel valued as parents."

"I honestly could not be happier with the care my daughter has received at Rannoch during our time here. I feel staff really know my daughter well and know how to meet her individual needs."

"I love the opportunities for outdoor play, risky play, loose parts play, sensory and messy play. My daughter also shows an interest in Makaton, which is well supported within the play room."

"I love how Rannoch have a Twitter page and regularly post photos and videos of what the children have been up to as this allows me to see (my child) in action and what he's like when we're not there."

"I have been shown what activities etc that they do within the nursery as well as sat and spoken with my daughter's key worker about what we can work on with (her) next and her speaking etc. They take time to learn about each kid individually and my little girl has never went into nursery as calm and excited than she does each morning we go to nursery now."

Some parents were keen to know more about staff, especially those who had joined the staff team more recently or where there had been changes to the staff who were looking after children in their room. They were also keen to get back into the nursery to spend time with children once this is safe. Parents and carers said:

"One thing I would like to improve is just sharing a little more on new staff in the playroom as there are a few new faces."

"I am a little sad that I haven't been able to go into the nursery in the past year to see what it's like inside but that is totally due to the pandemic and not the nursery specifically."

We discussed this with the service who agreed to find possible solutions to these areas of practice.

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 which demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	3 - Adequate
Quality of staffing	not assessed
Quality of management and leadership	not assessed

What the service does well

Children were generally happy most of the time and some children were seen having fun with friends and staff. There were lots of opportunities for them to choose where they wanted to play and what they wanted to play with. Children were recognised as individuals and staff knew them well, talking confidently about their strengths as well as how they were supporting children to achieve and develop. Recent developments to record this development in 'Learning Stories' and a new approach to planning play were positive and showed a good understanding of how they could better meet children's needs, rights and choices.

The positive and trusting relationships children had with staff helped them to feel safe and secure. Children were supported to recognise their emotions and staff knew how to nurture them, such as offering comforters or cuddles when this was needed. Staff spent lots of time at children's level during play and used a range of communication methods to engage with children. The recent team focus on improving communication and interactions was positive for children who used verbal and non-verbal cues to tell staff what they needed. This meant they were given the right support, most of the time.

Children were safe and protected as a result of staff having a good understanding of how to deal with any concerns they may have about children's care, welfare and wellbeing. Staff spoke confidently about what signs they would look for to raise a concern and understood a range of types of abuse and wellbeing needs. Staff worked well with other relevant professionals to meet children's needs and there were clear plans in place to support them.

Children had free flow access to outdoor play for most of the day. This offered them some fun play experiences where they could use their imagination and explore their own curiosities. Having this free flow play also meant that the setting was well ventilated, keeping children safe during the pandemic. There were plans in place to develop an outdoor play experience for children in the local community which had the potential to offer more active, engaging and challenging play.

What the service could do better

Some play spaces in the nursery were well considered and supported children to have fun and take time to relax. Plans to refurbish and refresh the nursery spaces were also in place. However, we found that the play experiences and resources on offer did not fully engage children in play which would help them to reach their potential. See recommendation one.

We identified areas for improvement in respect of infection control procedures in place to support a safe environment for children and staff. This included the general cleanliness of the environment and staff handwashing practices. Closer attention to key areas such as nappy changing facilities, toilets and play spaces needs to be considered to ensure they are well maintained and cleaned regularly to reduce the risk of the spread of infection. See recommendation two.

Children were being encouraged to choose their own snack and lunches, helping them to be more independent. However, children and staff were not yet confident in the routine at mealtimes and children were confused and unsettled as a result. The resources, planning and routine of mealtimes need to better recognise what children need to enjoy this experience.

Some staff were not using their time effectively to carry out key tasks, such as offering a safe and engaging play environment and supporting children's personal hygiene. They now need to share their responsibilities to focus on meeting children's needs, including how they recognise and assess risk. For example, having children and staff involved in creating risk benefit assessments would ensure everyone understands how to keep themselves safe and healthy.

Most children played well together, sharing their play or relaxing together. There were times when some children became upset, including when they found it difficult to resolve conflict with their friends. We asked the service to consider how they could support children to build their confidence in sharing, taking turns and resolving conflict. This would help them to feel responsible, respected and included.

Finally, we asked that the team familiarise themselves with relevant best practice guidance on safe sleeping for children. While we did not have any significant concerns about sleeping arrangements, we found that staff were not fully confident in understanding safe sleep practices. Revisiting this guidance will ensure children remain safe and healthy, supporting everyone to understand their responsibilities in this area of practice.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The provider should improve the play environment for children so that they can have fun developing skills in understanding, thinking, investigation and problem solving. There should be an appropriate balance between organised and freely chosen play experiences, including ensuring children can freely access a wide range of open-ended, real-life and natural materials for play.

This is to ensure that care and support is in line with the Health and Social Care Standards which state "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)

2. The provider should ensure that infection prevention and control practices are in line with current, relevant best practice guidance. This will ensure that children are kept safe and healthy. Particular attention should be taken to ensure:

- the general cleanliness of the environment is well-maintained
- storage of cleaning materials is out of reach of children
- staff wash their hands more often, at the right times, throughout the day.

This is to ensure that care and support is in line 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, furnishings and equipment." (HSCS 5.22)

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

There are no outstanding recommendations.

Inspection and grading history

Date	Type	Gradings
8 Nov 2018	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
23 Nov 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
18 Dec 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
19 Mar 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good
9 May 2013	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
4 Apr 2013	Re-grade	Care and support Not assessed Environment Not assessed Staffing Not assessed

Date	Type	Gradings	
		Management and leadership	2 - Weak
23 Nov 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
21 Jan 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
16 Mar 2009		Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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