

Sunflower Family Nurture Centre Day Care of Children

Melgund Place
Lochgelly
KY5 9QY

Telephone: 01592 583 533

Type of inspection:
Unannounced

Completed on:
8 June 2021

Service provided by:
Fife Council

Service provider number:
SP2004005267

Service no:
CS2003017099

About the service

Sunflower Family Nurture Centre registered with the Care Inspectorate on 1 April 2011 to provide a care service to a maximum of 84 children at one time, aged from 2 years to an age to attend primary school, of whom no more than 24 children are age 0 to 3 years.

The service operates from a purpose built building within the community of Lochgelly. Children have access to designated entrance areas, bathrooms, playrooms and free access to garden areas for fresh air, physical and active play.

The aims of the service included:

'We aim to play an active role in nurturing our children and their families within a caring, safe, secure and happy environment.'

"We aim to work together as a team to ensure the best possible outcomes for children and families."

"Through play we aim to provide opportunities for all children to develop their skills for life and learning."

We carried out an unannounced inspection of Sunflower Family Nurture Centre between Thursday 27 May and Tuesday 8 June 2021. We undertook an onsite visit on Thursday 27 May 2021 and continued the inspection using virtual methodology. We provided feedback to the head teacher, depute head of centre and a representative from Fife Council on Tuesday 8 June 2021. As part of the inspection process, we undertook the following:

- Video calls and telephone contact with the head teacher and staff
- Email contact with parents
- 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.

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 inspection activities were carried out by three Care Inspectorate inspectors.

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

We saw 59 children during our onsite visit to the service. The children were settled, happy and having fun engaging in a variety of interesting experiences indoors and outside.

Children happily spoke to us about their time spent in the nursery. They told us about their friends and the things they enjoyed doing together. One child confidently showed us around their playroom, telling us about the activities in the room.

Children's comments included:

"I wash my hands."

"We wash my hands before snack."

"I like to play hide and seek at nursery, I will show you all the places I can hide."

"This is the flat we have made look I've used this as a bath."

"Look, I've been digging, I've found a number."

"I keep distance, I saw it on the news."

"Look at our tadpoles, they will turn into Frogs on Sunday."

"They will get frogs legs and a frog belly."

We received feedback from three parents through individual emails. Overall, parents were happy with the quality of care and support provided to their children. Parents comments were shared during feedback with the service.

All three parents stated they have received good information about the Covid-19 policies and procedures in place within the nursery. They were informed of the routines to follow when dropping off and collecting their children. This included access, social distancing, handwashing and changes to staffing due to Covid-19 restrictions and guidelines.

One parent positively commented on the opportunities in place to discuss their child's individual needs.

Two parents commented that general communication and information sharing could be improved. This included one parent stating they would like more information about their child's progress in the nursery.

Other comments included:

"The overall contact via email and phone has been good during lockdown and during the changes with Covid-19. I don't mind dropping and collecting at the allocated pick up and drop off door as this is an improvement as it was often very busy and congested when going in prior to lockdown. I feel this is a positive step."

"My daughter is having a great time."

"My daughter knows the routine of arriving at nursery, taking jacket off and washing hands etc. She has further developed her confidence and skills around others".

"Overall I am very happy with sunflower nursery and both my children love going, but communication is paramount".

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?	5 - Very 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?

5 - Very Good

Quality Indicator 5.1: Children's health and wellbeing are supported and safeguarded during COVID-19.

Key areas we assessed include the extent to which:

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

Children continued to receive warm, nurturing care and support throughout the pandemic. Staff were responsive to children's individual needs and recognised the importance of supporting their emotional wellbeing. Positive attachments and interactions with staff encouraged children to seek comfort and talk about their feelings. This and planned activities supported children to feel safe and secure in the care setting.

Staff skilfully identified the level of engagement needed for each family to support their wellbeing during the lockdown. Regular and continued contact with children and families supported children's learning and the whole families emotional and mental wellbeing. This also supported children to continue feeling part of the nursery and to confidently return to the care setting.

Home visits delivered in a safe way further supported the building of effective relationships between the nursery and home. Planned and targeted family learning opportunities further supported children's individual achievements and development.

Children were supported well to understand the changes within the nursery due to Covid-19. General chats and fun activities promoted their understanding of the virus. This helped to reduce children's anxieties and support their learning of keeping themselves and others safe.

Parents were kept informed about Covid-19. This included sharing important guidance to keep themselves and their families safe. Regular updates about changes and new procedures in the nursery supported a smooth transition when reopening.

Care and support plans remained clear and focused on how staff can support children. This included effectively working with parents and other professionals to develop specific strategies to promote children's rights and continued development. This partnership approach supported children's continued enjoyment of high quality play and learning experiences in the nursery.

The inclusive care setting encouraged children to express their views and develop their own pace of learning. Promoting self directed play opportunities encouraged children to take ownership of their time spent in the service.

A particular strength within the nursey was the level of commitment to supporting children's individual communication and language. Recognition of specific support needed resulted in staff developing strategies to promote individual children's development. This encouraged an inclusive environment where all children were valued and respected.

Quality Indicator 5.2: Infection prevention and control practices support a safe environment for children and staff

Key areas we assessed include the extent to which:

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

Risk assessments and policies were regularly reviewed to promote safe working practices. Systems had been put in place to limit the risk of transmission which mostly followed current guidance. For example, parents were not routinely permitted to enter the building, physical distancing and staff wearing face masks in communal areas. Staff were generally aware of precautions to take to minimise the spread of the virus. However, they should now ensure positive hand hygiene practices are consistent throughout the day. Also, management and staff should ensure safe and effective storage of personal protective equipment throughout the building. Further guidance can be found in the professional document 'Infection Prevention and Control in Childcare settings (Day Care and Childminding setting)'. Also, the Scottish Government publication 'Coronavirus (COVID-19): early learning and childcare (ELC) services'.

Staff followed effective procedures in the event of themselves or a child becoming unwell with symptoms of Covid-19. This included isolation, use of PPE, contacting parents and deep cleaning of the environment. Also following Scottish Government guidance and notifying relevant agencies helped to prevent the spread of the virus within the wider community. Parents appreciated the level of information shared about the virus and how to keep themselves and their families safe. This further supported preventing the spread of the virus within the community.

Children could freely access the outside areas throughout the day offering increased opportunities for fresh air. This was in line with current Covid-19 guidance and promoted children's resilience and wellbeing during the pandemic.

Enhanced cleaning routines helped to reduce the spread of the virus and enabled children to play in a safe, clean and well maintained environment. Staff worked together well to ensure play areas were cleaned between sessions and at the end of each day. Resources were carefully chosen to ensure a good balance between infection control and children continuing to experience a fun and positive learning environment.

Quality Indicator 5.3: Staffing arrangements are responsive to the changing needs of children during COVID-19.

Key areas we assessed include the extent to which:

- staffing arrangements meet the needs of children and families.
- staff are well supported and confident.

Throughout the pandemic staff remained enthusiastic, hardworking and took pride in their work and the support given to children and their families. Continued contact with families enabled staff to remain knowledgeable of children's individual needs, personalities and changes in their lives. This meant staff could effectively plan and develop individual strategies to promote children's continued achievement and wellbeing.

Staffing remained consistent within each playroom. This supported children to settle in with ease and build positive and secure relationships with staff. Staffing was arranged to support children's attendance and individual needs. This offered flexibility for children and their families during the pandemic.

There had been a significant change in staffing. However, the new staff team were working very well together and developing effective working relationships. This positive ethos promoted an inclusive, respectful and happy environment. New staff experienced a professional and clear induction process which supported them to comfortably settle into their new roles. Staff wellbeing was a focus within the service. Staff told us they were supported well by the management team and each other. This included professional discussions and personal support where needed.

Children were protected as staff demonstrated a sound knowledge of signs to be aware of and action to take in the event of a child protection concern. This included being mindful of updated guidance on child protection during the current pandemic.

Continued professional learning throughout the pandemic encouraged staff to remain knowledgeable of best practice and supported the continued provision of a high quality care service. Regular sharing of Covid-19 guidance and updates meant staff were aware of the procedures to follow to promote safe and caring experiences for children and their families.

The staff team demonstrated commitment to ensuring children and families experienced professional and nurturing care. Their ongoing involvement in shaping the direction of the service encouraged reflective discussions and helped maintain an ethos of continuous improvement.

Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	5 - Very 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	5 - Very Good
5.3 Staffing arrangements are responsive to the changing needs of children during COVID-19	5 - Very Good

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