

Raploch Nursery Day Care of Children

Raploch Community Campus
Drip Road
Stirling
FK8 1SD

Telephone: 01786 272 337

Type of inspection:
Unannounced

Completed on:
16 August 2021

Service provided by:
Stirling Council

Service provider number:
SP2003002689

Service no:
CS2003015615

About the service

Raploch Nursery registered with the Care Inspectorate on 1 April 2011 to provide a care service to a maximum of 96 children aged 0 to those not yet attending primary school with a maximum of nine children aged 0 to under two years. The service is provided by Stirling Council.

The service is located within Raploch Community Campus in the Raploch area of Stirling and has good access to public amenities and transport links.

The aims of the service included:

- " To create a nurturing, safe environment where all children feel welcomed and valued".
- " To provide a flexible service that meets the needs of our families in their local community".
- " To engage with our families and partners in creating a nurturing learning environment which builds on trusting and honest relationships".
- " To provide an enriching environment which in consultation with children and families will focus on enabling all children to develop and learn to their full potential".

We carried out an unannounced inspection of Raploch Nursery between Wednesday 21 July 2021 and Thursday 12 August 2021. We undertook an onsite visit on 21 July 2021 and continued the inspection using virtual methodology. We provided feedback to the head of nursery, principal early childhood educator and a representative from Stirling Council on 12 August 2021. As part of the inspection process, we undertook the following:

- video calls and telephone contact with the head of nursery, staff and Stirling Council representatives
- 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.

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 53 children during our visit to the service. Throughout the visit most children were settled and having fun. Generally, children experienced positive relationships with staff and each other.

During our visit we saw children engaging in a variety of activities. These included playing on a rope swing, exploring the water tray, sand and loose parts, arts and crafts, playing outside with bikes and building with blocks. A small group of children also enjoyed time sitting on the couch, chatting together and relaxing after lunch.

We received feedback from eleven 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.

Parents made positive comments about how staff supported their children when starting or returning to nursery following the national lockdown. The parents told us good information was shared about the nursery before their child started. Also, most felt well informed about changes within the nursery throughout and beyond lockdown. This included the measures in place to keep them and their children safe during the current pandemic. Parents commented they felt safe with the action taken by nursery at drop off and collection times.

Parents told us staff kept them informed about how their children were settling at nursery and their ongoing development. Some parents told us they feel consulted on goals and milestones which are stated in their child's individual personal plans.

Parents gave mixed views about the snacks and meals provided. Some were happy with food provided however others made comments about portion size and lack of choice. Some parents commented they would like more information about the foods on offer. The service should consider these parents' comments.

Other parents' comments include:

"The staff were great welcoming the children back and making sure it was as easy a transition back to nursery. Online story times etc which was great as the children were still seeing the staff before going back after lockdowns."

"Staff are very welcoming and reassure the kids as much as possible to make them feel comfortable."

"I have regularly had informal chats with the nursery workers where I feel it's been an open space to give feedback as well opinions. I believe the nursery have a great communication line within social media where I can share views and also the learning journals."

"In the first 3 months of being at Raploch nursery my child's speech, language and overall confidence became so much better and was noticed by those outside the family as well. Since then communication with my child's key worker has been constant to ensure my child's needs are met."

"With Covid I am not in the nursery as long as what usually would be but the staff are fab and can phone, email etc with anything I want to discuss with them. They are always available to speak to."

"I feel the nursery staff do a great job at creating a positive atmosphere as well as keeping the children safe and parents too."

Another parent told us their child loves the team that look after them and the nursery has a welcome and inviting feel to it. They stated their "child always comes out of nursery happy and excited to tell them about their day".

Self assessment

The service submitted a self evaluation during the inspection process.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

Children were warmly welcomed as they arrived, promoting a feeling of belonging and inclusion. Throughout the inspection most children remained happy and relaxed whilst exploring and enjoying the activities and experiences on offer.

Children continued to receive nurturing care and support. The level of contact between staff and children during the national lockdown helped to maintain positive relationships. Promoting home learning through fun activities encouraged children and families to feel part of the nursery. This also supported a smooth return to the care setting. Placing children in friendship groups with familiar staff further supported their sense of security and positive attachments in the nursery.

Children's need for personal space was recognised and supported well. Children accessed various cosy spaces inside and outside where they could rest, relax and spend time alone. This supported their emotional wellbeing and enabled them to set their own pace of day. Children confidently approached staff seeking cuddles when needed, staff responded with warmth and kindness. This and continuous praise further support the children's positive wellbeing.

Methods and tools used to support children's communication were working well, for example signing and visual aids. There is scope to enhance children's experiences within the nursery through effective communication strategies. For example, further implementing the nursery ethos of "all behaviour is communication."

Some staff confidently spoke about children's individual personalities and development. However, others were not clear about children's specific needs and how they could better support them to achieve and fully enjoy their nursery experience. This impacted on planning and provision to support children's individual needs and potentially limited some children's learning opportunities. The service worked well with other professionals to support families and some children's placement within the nursery. This included supporting their emotional and physical wellbeing. However, care plans and other relevant records were not routinely updated to ensure information remains current and reflective of children's immediate needs. The range of methods in place for gathering information about children and monitoring their development could be improved. The management of the service were aware of this and action was being taken to enhance

care plans and the effective use of information gathered. They should continue with current plans for improvement and ensure records include individual strategies and support plans.

Management recognised the need to enhance the quality of children's individual Learner's Journals. Action was being taken to support staff's understanding of gathering relevant information and effectively use these to identify next steps. This will enhance planning of experiences to meet children's individual needs.

There is scope to enhance planning of activities and experiences by making clear links to children's individual needs, wishes, views and preferences. This will promote self directed learning, achievement and contribute to children's feelings of inclusion and ownership of their time in nursery.

We were mostly satisfied that the service had appropriate infection control procedures in place in response to Covid-19. For example, enhanced cleaning routines, personal protective equipment (PPE) being used and physical distancing implemented between adults. Issues raised about effective hand washing and general hygiene were appropriately addressed during the inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of environment

This quality theme was not assessed.

Quality of staffing

Findings from the inspection

New staff were supported well to settle into their roles. A structured induction programme helped them to understand what was expected of them. This also helped to build confidence in enabling children to continue to develop and achieve.

Most staff spoke positively about the opportunities to develop leadership roles within the nursery. For example, using their own interests and skills to introduce new experiences to the children. There is now scope to develop this further and encourage all staff to take on leadership roles. This will promote staffs' pride in their work and encourage a motivated and enthusiastic staff team.

Monitoring of staff practice helped to identify individual training needs. Staff told us they were able to influence training plans. This meant training could be effectively provided to meet staff's individual interests and the needs of the children. Regular training supported professional development and learning. Some staff spoke positively about support provided to promote and enhance the identifying of next steps for children.

During the inspection we found important and significant information about children's personal safety and wellbeing not being effectively recorded and used to protect children. We were concerned about some staffs lack of understanding of their roles and responsibilities to protect children from harm, neglect, abuse, bullying and exploitation. We raised our concerns with the provider of the service who took immediate and appropriate action.

Some staff did not fully demonstrate an awareness of their role and responsibilities in providing quality experiences, which are planned to meet children's individual needs and current interests. This did not meet the services own vision, values and ethos and increased the potential of missing opportunities to promote and enhance children's inclusion and achievement. To further support them in their roles staff should develop a better understanding of current best practice documents including Realising the Ambition and Pre-birth to Three. These can be accessed on The Hub section of our website and will support staff to provide meaningful learning experiences and responding to and extending children's individual learning and development. See recommendation 1.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. In order to offer children high quality care and play experiences, the provider should ensure all staff effectively assess and plan to promote children's individual needs, development, interests and continued enjoyment in nursery.

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: 3 - adequate

Quality of management and leadership

Findings from the inspection

Most staff felt valued and supported by the management team. They praised the manager's commitment to ensuring positive outcomes for children and their families. They gave specific examples of how the management team had effectively supported them throughout the current pandemic, promoting staffs'

emotional wellbeing.

Staff were encouraged to continuously evaluate the service and remain involved in developing and implementing improvement plans. This supported the sharing of staffs' views and the children's experiences.

The newly formed management team demonstrated a clear vision for the future direction of the service. However, a lack of shared communication between some staff and management had negatively impacted on specific areas within the nursery. At the time of the inspection building communication was an area of reflection. Some action had been taken to improve communication and relationships, the impact of this was not yet evident. To ensure secured outcomes and a positive nursery experience, the manager should continue to build relationships and respect between staff and management.

The quality assurance systems in place supported outcomes for children and some aspects of provision. Management were working to address most areas of improvement we identified throughout the inspection. However, the current ethos within the service is negatively impacting on progress.

The frequency and opportunities for discussions between staff and management needs reviewed. At the time of the inspection these opportunities were carried out through on floor coaching sessions and newsletters. This limited professional dialogue and restricted the promotion of staff voice. This has been recognised by management who have since re-established team meetings. This has been welcomed by both management and staff and is supportive of reflective conversations.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

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.

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 |
|-------------|-------------|--|
| 3 Dec 2019 | Unannounced | Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed |
| 13 Jun 2017 | Unannounced | Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good |
| 28 Aug 2015 | Unannounced | Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good |

| Date | Type | Gradings | |
|-------------|-------------|--|--|
| 5 Sep 2013 | Unannounced | Care and support Environment Staffing Management and leadership | 6 - Excellent 5 - Very good 5 - Very good 5 - Very good |
| 28 Oct 2010 | Unannounced | Care and support Environment Staffing Management and leadership | 6 - Excellent Not assessed Not assessed Not assessed |
| 16 Jun 2008 | Unannounced | Care and support Environment Staffing Management and leadership | 6 - Excellent 4 - Good 5 - Very good 5 - Very good |

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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