

## V.I.P. Childcare - Moray Day Care of Children

Elgin Community Centre  
Trinity Road  
Elgin  
IV30 1UE

Telephone: 01343 551 627

**Type of inspection:**  
Unannounced

**Completed on:**  
3 September 2021

**Service provided by:**  
V.I.P. Childcare - Moray

**Service provider number:**  
SP2007009191

**Service no:**  
CS2007156495

## About the service

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

V.I.P. Childcare is registered to provide a care service to a maximum of 67 children aged from birth to those not yet attending primary school, of whom no more than 16 are aged under 2 years.

The service is based within a community centre in the town of Elgin, Moray. Purposely adapted playrooms are provided, suitable for the age and stage of the children on two floors of the building. The service has use of a large sports hall and also has use of a small garden at an adjacent church. It is situated close to local amenities, shops, library, woodland and play park.

The service is provided by a social enterprise company, a not for profit registered charity administered by a board of interested volunteers.

V.I.P.'s mission statement is:

- to develop and deliver a high quality childcare provision for 0 - 5 years, designed to enhance each child's full potential socially, emotionally, physically and educationally by innovative practices and procedures through harnessing the energies of love
- all V.I.P.'s children, staff, parents and board members are Very Important People.

We compiled the report following an unannounced site visit to the service on 26 August 2021. During this inspection we spoke with the manager and observed the care given by the staff. We completed the inspection using telephone to speak with staff, and both telephone and e-mail to seek the views of parents. We viewed written documentation, including health and wellbeing records, electronically. The inspection was carried out by two 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 for 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 GIRFEC, safe, healthy, achieving, active, respected, responsible and included (also known as SHANARRI).

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

There was a total of 36 children using the service. The friendly, attentive and nurturing interactions of the staff helped children to build positive relationships. Children had conversations together when drawing and worked together when building a tower.

During the inspection children told us that they had lots of fun at nursery. A couple of children told us about their walk that morning to see the horses; they told us their names, colours and how they were their friends. Children told us that they liked drawing, and how they were learning lots about dinosaurs.

Parents told us that they were very happy with the service. Their child loved nursery, staff had got to know them really well and their child spoke fondly of them. They felt involved in all aspects of their child's care and learning. They really liked the social media page, it gave them insight into their child's day and they could share and talk about it with their child. Children had well rounded play and learning experiences that included outdoor play in all weathers and lots of creative and sensory play indoors. They had been asked to give feedback about different aspects of the service and felt that the manager and staff were receptive to new ideas.

Specific comments include:

'I know that this confidence has come from being in the setting at nursery'

'activities that benefit them - painting & crafts, reading, singing, dancing, outside lots and doing all sorts of different things for a really well rounded experience'

'I think the nursery is brilliant, the manager is doing a really great job and all the staff are fantastic, really invested in our children and their education and wellbeing'

'I am confident that my children are looked after as individuals with genuine affection from their key workers'.

## 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 processes.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

## What the service does well

Children experienced a caring and nurturing environment that helped them to develop their individual and social development. Children were happy and having fun, they were relaxed and comfortable with each other and during their interactions with staff. Staff encouraged children to lead their own play experiences whilst intervening to support learning and to help regulate emotions.

Children benefited from outings in the community which took place most days unless weather was particularly inclement. They included walks to woodlands and the park, active play on the sports field and visiting the local library, all of which were close by. This enabled children to self-select and learn about appropriate clothing and to have quality experiences that had a direct impact on social, mental and emotional wellbeing. Children had clearly enjoyed climbing trees and going to see their friends the horses and activities/games on the sports field.

There was a partnership approach with families, with the manager, staff and parents working together to support the child. Parents told us that they felt very involved and engaged in their child's development and learning. This included a social media page, interactive learning diary and virtual parent meetings.

Information within the personal plan for the child was updated with parents so that it remained up to date and relevant. A meaningful understanding of how early experiences impacted on children meant that early intervention was advocated in the service. This practice aligned with Getting It Right For Every Child (GIRFEC) to support children and families. Professionals spoke about effective communication and how the manager and staff recognised and identified with the child's voice. There was a willingness to be flexible, encourage and value parents' contributions, to build positive relationships that supported them and provided reassurance.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children. Such as, children being supported to wash their hands well, good ventilation of the premises and outdoor activities.

Children sat together for lunch in areas separate to the playroom. It was a calm and positive experience that was well supported by staff as they sat with children, and encouraged good eating habits. Food offered to the children complied with any dietary needs or preferences. We saw that on the whole children ate well, an alternative was offered if a child did not want to eat.

Staff had undertaken child protection training so that their knowledge and understanding was up to date and safeguarded children. The administration of medication followed good practice so that correct information was exchanged with parents to support children's wellbeing.

The manager was enthusiastic and motivated, their strong ethos for the service was evident in their knowledge and practice. They provided an effective lead to staff and recognised the benefits of supporting practitioners to improve their own skills and knowledge to make a difference to children. Staff considered that they were really well supported both at a personal and professional level. Their views were acknowledged and given status, that helped them to feel valued and part of a cohesive team. Monitoring and evaluation was seen as a key aspect of improvement, it was seen as a continuous process that involved staff, parents and children.

## What the service could do better

We discussed the lunchtime arrangement with the manager in respect of the pre-school group. It was anticipated that an additional kitchen assistant/cook would take on cleaning tasks to avoid the children having to wait and becoming distracted. We acknowledged that the use of a dining area was a new arrangement still being evaluated. With this in mind the area was to be furnished with age appropriate dining equipment and further consideration was to be given to the hand washing arrangements for the children.

We suggested that a copy of the medication record/consent form was kept in the individual medication container with the administration record as confirmation for staff.

The manager advised that the planning and observation for the youngest children was in the process of being tailored so that it aligned with the format used for pre-school children. A consistent approach throughout the service was considered beneficial in supporting assessment. The interactive learning diary was being further developed to allow parents easier access to planned next steps and stages of development for their child.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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
26 Sep 2018	Unannounced	Care and support Environment 4 - Good Not assessed

Date	Type	Gradings	
		Staffing Management and leadership	Not assessed 4 - Good
28 Nov 2016	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
1 Oct 2014	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 6 - Excellent 6 - Excellent
8 Oct 2012	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 6 - Excellent 6 - Excellent
8 Dec 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed Not assessed Not assessed
27 Oct 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
18 Apr 2008	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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