

Peek A Boo Nursery Day Care of Children

1 Buchan Road
Fraserburgh
AB43 9WE

Telephone: 01346 511 334

Type of inspection:
Unannounced

Completed on:
18 November 2021

Service provided by:
Gail Inkster

Service provider number:
SP2016987853

Service no:
CS2016345684

About the service

Peek A Boo Nursery is a daycare of children service and is registered to provide a service for up to 30 children aged between two years and 10 years, of whom no more than 15 children of school age may be cared for during school holidays.

The service is provided in a residential area on the outskirts of Fraserburgh. It is on a bus route and close to local amenities, including a primary school and shops.

The service had developed a statement of aims which included: "We aim to provide a happy, healthy, safe, and stimulating environment for all children where they can feel secure and valued. We foster a community, based upon caring relationships, mutual respect, trust, and confidence in which all children and adults are treated equally and fair".

This service has been registered since 1 July 2016.

We carried out site visits to the service on 3 November 2021 and 10 November 2021 and completed the inspection using telephone calls, virtual meetings, and the submission of documents. Feedback was given on 17 November 2021.

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 under the theme of 'Quality of care and support'.

This inspection was carried out by inspectors from the Care Inspectorate.

What people told us

We were provided with comments from three parents. Overall, they were supportive of the nursery and told us their children enjoyed attending. However, suggestions from parents included receiving more formal feedback on their child's experience in the nursery and their learning and development. Parents also indicated they weren't given enough information before their child started at the service. These concerns are addressed in the body of the report. Comments included:

- "I think Peek A Boo is an exceptional nursery. The staff are so caring and go beyond any expectations and genuinely care for the kids. My child is so happy when we take them to nursey, they skip in everyday with a big smile on their face. The staff are always extremely helpful, understanding, and compassionate and I would recommend the nursery to anyone."
- "I do like the nursery and my child does too, but I would love to have more contact with the staff, more updates on their progress, what they have been up to, etc. Perhaps if the learning journal was used on a weekly basis that would make me feel a little more at ease."
- "I know they are being well cared for and they talk highly of the staff and have lots of friends, but I would like to know more about what they do whilst in their care."

- "When you first join the nursery you have to fill out lots of official forms about permissions for things, which is great, but there was no general info on how the nursery runs. It would be so great to also have an info sheet telling you about the nursery."
- "We feel that a bit more communication about our child's day is needed, it would be nice to receive feedback on how our child is developing and if there is anything we can do to further their development."

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their quality assurance processes 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	2 - Weak
Quality of environment	2 - Weak
Quality of staffing	2 - Weak
Quality of management and leadership	2 - Weak

Quality of care and support

Findings from the inspection

We made an evaluation of weak for this theme. Whilst some strengths could be identified, these were compromised by significant weaknesses. As these weaknesses concerned the welfare and safety of children, we made a requirement for improvement as part of a serious concern letter during inspection.

We identified significant areas of concern in respect of infection prevention and control practices in place to support a safe environment for children and staff. This included staff training and the general cleanliness of the environment. We have, therefore, reported on these areas within the 'Quality of staffing' and the 'Quality of environment' themes.

Children did not experience a relaxed and calm lunchtime experience and staff did not appropriately supervise or support the children during this time. This increased the potential risk for choking and injury to the children. Staff did not identify that some children were not eating or drinking enough, potentially leaving them hungry and not hydrated.

As a result, we issued a serious concern letter on 4 November 2021 with the following requirement:

To ensure children's health, wellbeing, and safety during mealtimes, the provider and manager must, by Friday 5 November 2021:

a) Ensure children are appropriately and safely supported and supervised and able to enjoy meals and drinks in a relaxed and calm atmosphere.

b) Ensure that staff are knowledgeable and competent in relation to safe and appropriate meal time practices.

We returned to the service on 10 November 2021 and assessed that the requirement had been met and improvements had been made.

Changes had been made to the layout of the room and more staff were supporting the children, meaning they were appropriately supervised and cared for. Children were encouraged and helped by staff to wash their hands before collecting their plate and food from the fridge. This helped develop their independence. Children sat in friendship groups and were able to chat with their friends. Staff sat with the children and promoted good manners, as well as providing help to those who needed it. Overall, the experience was calm, peaceful, and unhurried.

Children were being supported by kind staff, who were smiling, singing songs, and helping children while they played outside. This meant children were happy when playing and exploring. Children were supported with kindness and warmth during nappy changing and when helped with their personal care. This helped children feel safe and at ease.

Systems and procedures were in place to support the safe administration of medication. Information was available to ensure staff were fully aware of children with allergies, food intolerances, or other medical conditions. This helped keep children safe and well.

Staff were confident and competent in safeguarding children. Chronologies were used to record significant events which may impact on a child's life and other agencies had been involved, when necessary.

Information from parents and other agencies were recorded in children's personal plans to help staff meet their individual needs. However, some parents commented that not all staff were aware of and following the information they provided. To reassure and to support working together to meet children's needs, the manager should review how they communicate with parents.

Observations of children at play did not contain enough detail to help plan activities and resources to support children's learning and development. The service recognised this was an area that required development to help children achieve their full potential. The local authority provided the service with guidance during the inspection and advised support in this area would be ongoing.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 2 - weak

Quality of environment

Findings from the inspection

We made an evaluation of weak for this theme. Whilst some strengths could be identified, these were compromised by significant weaknesses. As these weaknesses concerned the welfare and safety of children and young people, we made a requirement for improvement as part of a serious concern letter during inspection

We found the service was weak in relation to infection prevention and control practices. The nursery was not hygienic, clean, or safe for play and learning. The carpets were dirty and there were some tears and corners missing from the hard floor coverings. This increased the risk of tripping and the risk of infection. Some resources and furnishings, for example the water tray, the glass doors, and some shelving, were visibly dirty. Swing bins were being used and some lids were not clean. This increased the risk of transmission of infection when opening the bins using hands.

The sink area was cluttered and unclean. Used dishes were lying in dirty water and dirty cloths were being used more than once and discarded on the worktops after use. Spillages were not cleared up immediately. Packed lunch boxes taken from home were stored in a fridge with other perishable items. These were then transferred to the tables leaving reduced space for children to set out their lunch in an organised well presented manner. As a result, sandwiches were placed on top of lunch boxes and fruit fell on to the floor.

As a result, we issued a serious concern letter on 4 November 2021 with the following requirement:

To ensure children's health and safety, the provider and manager must, by Friday 5 November 2021, ensure the nursery environment, equipment, and resources are clean, hygienic, and safe.

We returned to the service on 10 November 2021 and we assessed that the requirement had been met.

Significant improvements had been made to the way the rooms were used, old and tired resources had been removed, and carpeting and flooring had either been replaced or repaired. This meant the environment was clean and hygienic, more welcoming and inviting, was easier to keep clean, and was more engaging for children. We observed a calmer and more relaxed environment where children were happy and engaged in activities and tasks.

Children's coats and outdoor shoes were now stored in a separate room which allowed the children more access and encouraged more independence when changing from indoor to outdoor clothes. Children were also encouraged to change into indoor shoes to help prevent carpets and flooring becoming dirty and unpleasant for floor play.

Enhanced cleaning and good infection control procedures were now followed to help keep everyone safe and well. The toilets were very fresh, bright, and clean. We observed staff follow best practice infection control procedures when completing a nappy change.

The sink area was clean prior to lunch and all tables and chairs were cleaned before and after eating. A new dishwasher had been installed to reduce the risk of infection and most bins had been replaced with new pedal bins. The handwashing sink was clean and tidy and easily accessed by the children. Lunch boxes were stored on a movable unit and all perishable items were removed when the children arrived. Tables and chairs were well spaced out to allow staff and children to move freely and safely and enable staff to supervise and support the children more easily.

Old resources had been removed and the children had been involved in buying new equipment. However, more opportunities for children to develop their curiosity and creativity through imaginative play learning

experiences would be beneficial. 'My World Outdoors', 'Our Creative Journey', and the 'Loose Parts Toolkit' give examples of inexpensive play opportunities to extend these areas. These can be found at: <https://hub.careinspectorate.com> and <https://www.playscotland.org/loose-parts-play-toolkit>.

The outdoor area was inviting and the children enjoyed free flow access. We observed children having fun in the mud kitchen and playing on the pirate ship. The addition of an outdoor shelter meant children could play outside in increment weather, helping them keep fit and well.

The older children enjoyed trips in the local area, often travelling by bus. This helped them become more familiar with the local area and encouraged them to become responsible citizens.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 2 - weak

Quality of staffing

Findings from the inspection

We made an evaluation of weak for this theme. Whilst some strengths could be identified, these were compromised by significant weaknesses. As these weaknesses concerned the welfare and safety of children, we made a requirement for improvement as part of a serious concern letter during inspection

Infection prevention and control practice was poor and guidance was not followed by staff, increasing the risk of transmission of infection. Face coverings were not worn in line with government guidance and staff did not follow best practice infection prevention and control procedures when helping the children during lunch. Staff were helping children open packaging wearing gloves having touched the bucket lid, mop handle, and reading books. This posed a risk of cross contamination. Staff did not support children in good handwashing, as a result not all children washed their hands after lunch and before returning to play. Some staff wore wellington boots in the playrooms which contributed to dirty floors and unpleasant play spaces.

Staff interactions during lunch were poor and children were not appropriately supervised or supported. Staff used loud voices to direct the children and did not work together as a team to provide the help children needed. This did not promote a safe, nurturing, and relaxing mealtime. There were not enough staff supporting children at mealtimes. This put children at risk of harm and did not ensure their individual needs were catered for.

As a result, we issued a serious concern letter on 4 November 2021 with the following requirement:

In order to ensure children's safety, health, and wellbeing, the provider and manager must, by Friday 5 November 2021, ensure that staff are knowledgeable and competent in relation to infection prevention and control practices.

Guidance can be found at:

- https://hpspubsrepo.blob.core.windows.net/hps-website/nss/2448/documents/1_infection-prevention-control-childcare-2018-05.pdf

- <https://www.gov.scot/publications/coronavirus-covid-19-early-learning-and-childcare-services/>

We returned to the service on 10 November 2021 and assessed that this requirement had been met.

Staff demonstrated best practice infection prevention and control practices to keep children safe and well. Children were supported in handwashing, mask wearing followed Scottish Government guidance, and the environment was visibly clean.

Staff discussed how they had met and discussed ways to improve the service. Staff morale had improved as a result of the changes made and in seeing the children become calmer and more engaged with the activities on offer.

Changes to mealtime routines and changes to staff lunch break times meant there were more staff available to sit with and support the children. This meant staff were able to chat quietly and encourage the children eat their lunch in a relaxed and unhurried manner.

We observed some pleasant interactions with the children outdoors and more experienced staff were able to scaffold children's learning and help develop their ideas. This should be consistent across all staff members. Ongoing training and discussion in all areas of practice would be beneficial to support staff skills and knowledge (**see recommendation 1**).

To develop their skills, staff should access and become familiar with new guidance, such as the 'Early Years Framework' and 'Realising the Ambition'. This will support them with self evaluation and improvement to the service.

All staff had been safely recruited and were registered with the Scottish Social Services Council (SSSC). Induction processes meant staff were aware of policies and procedures to keep children safe. An induction record was regularly updated to ensure new staff were becoming more able and confident in their role. New staff were supported by management and experienced team members during induction periods to help develop their knowledge and skills.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. In order to support children's health and wellbeing and their learning and development, staff should access best practice guidance and training opportunities to develop their knowledge, understanding, and skills in early learning and childcare.

This is 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).

Grade: 2 - weak

Quality of management and leadership

Findings from the inspection

We made an evaluation of weak for this theme. Whilst some strengths could be identified, these were compromised by significant weaknesses. As these weaknesses concerned the welfare and safety of children, we made recommendations and a requirement for improvement.

Communication approaches with parents/carers were not effective to ensure they were confident in nursery procedures and in their child's learning and development. Some parents felt they did not receive enough information about the nursery and what was expected of them when their child started at the service. Young children's daily routines were shared electronically, however, some parents felt they did not have enough contact with staff to feel confident their child's needs were fully met. Some parents did not feel they had enough opportunity to provide feedback and suggestions to support improvement to the service (**see recommendation 1**).

The manager confirmed that systems were not always being followed and now recognised the need for more effective monitoring to ensure staff are following the appropriate guidance. Staff told us the manager was very approachable and helpful, however we suggested they would benefit from further training in leadership. This will help them give staff constructive learning and challenge to improve and sustain good practice in all areas (**see requirement 1**).

The leadership and quality assurance (QA) systems of the service overall was not effective. The manager and senior staff had not identified the poor quality staff practice and poor quality experiences on offer to the children. Therefore, their monitoring systems were not effective. This contributed to a service where best practice was not sustained and outcomes for children were poor (**see recommendation 2**).

Self evaluation was in the early stages and needed to be further developed to be able to identify strengths and areas for improvement. The manager and staff should also have an awareness of the Quality Framework to further help with their self evaluation.

Requirements

Number of requirements: 1

1. To ensure children's safety, health, and wellbeing, the provider must, by Monday 14 February 2022, ensure that the service is led by a competent and skilled manager.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I use a service and organisation that are well led and managed" (HSCS 4.23).

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI/2011/210), Fitness of managers, Regulation 7(2)(c) - a person who does not have the skills, knowledge, and experience necessary for managing the care service.

Recommendations

Number of recommendations: 2

1. In order to improve outcomes for children, the manager to ensure families are fully informed of nursery practices, involved in their child's learning and development, and supported to give regular feedback on the service.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I am supported to give regular feedback on how I experience my care and support and the organisation uses learning from this to improve" (HSCS 4.8).

2. In order to improve and sustain good outcomes for children, the provider and manager to undertake robust and meaningful quality assurance and ensure they are effective and lead to improvements.

This is to ensure that 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).

Grade: 2 - weak

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
16 Apr 2019	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
30 May 2018	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good Management and leadership 3 - Adequate
7 Feb 2018	Unannounced	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership Not assessed
24 Aug 2017	Unannounced	Care and support 2 - Weak Environment 3 - Adequate Staffing 2 - Weak Management and leadership 2 - Weak
27 Apr 2017	Unannounced	Care and support 1 - Unsatisfactory Environment 3 - Adequate Staffing 1 - Unsatisfactory Management and leadership 1 - Unsatisfactory

Date	Type	Gradings	
2 Feb 2017	Unannounced	Care and support	1 - Unsatisfactory
		Environment	3 - Adequate
		Staffing	1 - Unsatisfactory
		Management and leadership	1 - Unsatisfactory

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