

## Saoghal Beag Nursery Day Care of Children

Sgoil Uibhist a Tuath  
Bayhead  
North Uist  
HS6 5DX

Telephone: 01870 604 883

**Type of inspection:**  
Unannounced

**Completed on:**  
10 November 2021

**Service provided by:**  
Saoghal Beag Nursery

**Service provider number:**  
SP2008009757

**Service no:**  
CS2008175182

## About the service

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

Saoghal Beag Nursery is registered to provide a care service to a maximum of 48 children from birth to those not yet attending primary school in the day care of children service and up to 12 years for children attending the holiday club and after school service. The nursery provides pre school education in partnership with Comhairle nan Eilean Siar. Parents had a choice of placing children in gaelic medium or english medium in the centre. Children are funded from the age of three years.

The service operated from the new Sgoil Uibhist a' Tuath in Bayhead, North Uist. The service moved to the new school in August 2016. The service is provided by Claddach Kirkibost a community run project which provides a range of services for the benefit of the local community and is run by a board of directors. Children have access to an outdoor play area, garden area for playing, planting and growing and the school's gymnasium hall.

The aims of Saoghal Beag Nursery include:

- Give every child aged 3 months to 11 years the opportunity to reach their full potential as an individual and as a member of their community.
- Provide support and scope for parents to explore personal, educational and employment opportunities.
- Develop partnerships with parents, community and staff.
- Offer parents the opportunity to have their children educated through the medium of Gaidhlig.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. We check services are meeting the principles of Getting it Right for Every Child (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. GIRFEC supports children and their parents to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

## What people told us

During the inspection we invited parents to provide feedback. Some parents responded to us by email others spoke to us on the telephone. On the whole parents were happy with the care provided by staff however some raised concerns about the lack of communication and confidence in the management team. Some of their comments included :

"I hear on a daily basis about the various activities my son has been doing throughout the day, with mentions of whether he enjoyed them or not. It would be lovely to be able to see more photographs of him at play as due to Covid 19 restrictions we haven't been allowed to the room for drop off or collection."

"Concerned about lack of communication, children who are unwell are allowed to attend. Very concerned about this in relation to Covid 19. No communication at all during periods of lockdown."

"The overall communication from management however is extremely poor. Updates on closures, planned or unplanned, whether it's the nursery as a whole or individual rooms, is only put on social media posts, very often on the morning of closure, I once witnessed a parent being turned away at the door as she hadn't heard, after having to get public transport to the nursery with her two children. There is little to no communication through email apart from invoices for fees. A group text message would be a more reliable way of communication I feel."

"The staff within the rooms have a fantastic imagination with their daily activities, with various activities to improve fine motor skills, sensory experiences, encourage physical activity and outdoor time when the weather allows. I feel very happy leaving my son at the nursery each morning knowing that he has a fun day ahead of him."

"The staff are wonderful and create such a safe space for the children to be themselves. I truly feel like my child has a home from home experience as she is just so relaxed and happy going to nursery every day, she talks so fondly of the staff. My only request would be that we get feedback about their time in the class. I have real concerns about lack of communication. No idea how her day goes and very concerned not being updated around progress or development."

## Self assessment

The nursery had not been asked to complete a self assessment in advance of the inspection. We reviewed the service's quality assurance systems and discussed the importance of these being developed and implemented to improve the experiences and outcomes for children attending the service. Further details can be found in the management and leadership section of the report.

## From this inspection we graded this service as:

Quality of care and support	2 - Weak
Quality of environment	3 - Adequate
Quality of staffing	2 - Weak
Quality of management and leadership	2 - Weak

## Quality of care and support

### Findings from the inspection

We found that there were some strengths under this quality theme however, these were compromised by significant weaknesses. Therefore, the quality of care and support has been evaluated as weak.

We observed settled happy children when we visited the service. Children were very confident in speaking to the inspectors, this was a good indication that children are used to being listened to by staff.

Most parents told us they wanted more information about their child's developmental progress and experiences. Some parents told us that they got no feedback from the service and had no idea how their child was at nursery. The provider should ensure that effective systems are introduced which encourage and promote communication between the service and families. They should ensure that children and families are involved in the life and work of the service. (See requirement 1)

We found that children's personal plans could be improved to ensure they are current and more clearly illustrate how children's individual needs should be met. The personal plans we sampled were very limited in their content and did not contain the core information that would have enabled staff to meet the individual needs of children. The personal plans had not been reviewed on a regular basis or shared with parents. This meant information did not reflect the individual care needs of each child, which could have ensured consistency and continuity in children's care routines. (See requirement 2)

During the inspection we observed snack and lunch time. Children and families benefitted from the opportunity to opt for a school meal or bring in a packed lunch. The quality and quantity of the school meals and snacks provided was good however we found that the mealtime experience for children could be improved. There was limited opportunity to promote children's independence as staff served and poured food and drinks for children. Not all staff sat with children during meal times, staff were busy with other tasks. This meant that children were unsupported during mealtimes, for example staff could have modelled social skills including healthy eating habits.

Some staff had updated their child protection training online however staff told us that they were not confident in implementing the service's safeguarding policies. Additionally, staff were not familiar with Scottish Government's Coronavirus (Covid-19) supplementary national child protection guidance. The setting's policy had not been updated to reflect this guidance and any impact the pandemic might have had on children's welfare. Additionally, the provider must ensure that the impact of child protection training is monitored in practice. (See requirement 3)

## Requirements

### Number of requirements: 3

1.

By 26 February 2022, the provider must ensure that communication with parents, and where appropriate children, is clear and consistent. Consultation must be carried out transparently to ensure that there is a fair representation of views in service improvement.

To do this, the provider must, as a minimum, ensure:

- a) parents and carers receive clear information about the planned service.
- b) parents are involved in and consulted about their child's individual needs and progress.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), Regulation 4 (a); and

Health and Social Care Standards: "I experience care and support where all people are respected and valued" (HSCS 4.3) and "I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership." (HSCS 4.7)

2.

By 26 February 2022, the provider must ensure that each child receives appropriate care and support and their needs are met by the provider, manager and staff.

To do this, the provider must, as a minimum, ensure:

- a) personal plans, including protocols, set out children's current needs and how they will be met.
- b) all staff are aware of and understand the information within the personal plans and use this to effectively meet each child's needs.
- c) personal plans and protocols are easily available for staff whilst ensuring confidentiality is maintained.

This is to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, (SSI 2011/210) - Regulation 5(1)(2) - Personal plans.; and

Health and Social Care Standards: "My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices." (HSCS 1.15) and "My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected." (HSCS 1.23)

3. By 26 February 2022, the provider must ensure staff access training appropriate to their role and apply their training in practice.

To do this, the provider must, as a minimum, ensure:

- a) That staff have accessed child protection training and that the impact of the training has been assessed in their practice.
- b) That staff have accessed training specific to supporting children with additional support needs and are supported to contact and seek advice from other professionals who could support them and children with additional needs.

This is to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI 2011/210) - Regulation 4(1)(d) - health, welfare and safety of service users; and

Health and Social Care Standards: "I have confidence in people because they are trained, competent and skilled." (HSCS 3.14)

## Recommendations

Number of recommendations: 0

Grade: 2 - weak

## Quality of environment

### Findings from the inspection

We found that there were some strengths under this quality theme however, these just outweighed weaknesses. Therefore, the quality of the environment has been evaluated as adequate.

We were not satisfied that the service had appropriate infection control procedures in place to support a safe environment for children and staff. We identified significant areas that must be improved in respect of infection control procedures. For example;

- responding to signs and symptoms of potential infection, some parents and staff told us that they were concerned that children were allowed to attend when children were unwell.
- the safe storage of foods; perishable items should be removed from lunchboxes, labelled and put into fridge. To minimise any risk of cross contamination lunchboxes should not be stored in the fridge.
- staff practice in relation to infection prevention and control for example, the use of tissues and effective handwashing. We observed staff blowing their own nose and putting hankie up their sleeve with no handwashing taking place.
- inappropriate use of personal protective equipment. We observed staff entering playrooms wearing aprons and gloves which had been used for nappy changing.
- overflowing bin containing used hand towels in playroom.

(See requirement 1)

Although we observed all children having the opportunity to play outdoors, this was on a limited basis. We noted that while the well-resourced outdoor play areas were easily accessible by children from all rooms, deployment of staff outdoors prevented children's access from being spontaneous and free flowing. The current deployment arrangements described by staff were not sufficient to support children's health and wellbeing. We directed the service to Scottish Government's Covid-19 guidance. (See recommendation 1)

### Requirements

Number of requirements: 1

1. By 15 December 2021, the provider must ensure that children are cared for in a safe and hygienic environment and sufficient measures are in place to protect children during the Covid-19 pandemic in line with current government guidance.

To do this, the provider must, as a minimum, ensure that staff understand current infection prevention and control practices which should be implemented during Covid-19.

This is to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI 2011/210) - Regulation 4(1)(d) - health, welfare and safety of service users; and

Health and Social Care Standards: "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their organisational codes." (HSCS 3.14) and "I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment." (HSCS 5.22)

## Recommendations

### Number of recommendations: 1

1. The provider and manager should plan for children to enjoy a more spontaneous outdoor play experience during each session.

This is to ensure that care and support is consistent with Health and Social Care Standards 1.25 which state that: "I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors" (HSCS 1.25) and "I experience high quality care and support based in relevant evidence, guidance and best practice." (HSCS 4.11)

**Grade:** 3 - adequate

## Quality of staffing

### Findings from the inspection

We found that there were some strengths under this quality theme however, these outweighed weaknesses. Therefore, the quality of staffing has been evaluated as weak.

Staff were warm and caring towards children. Parents spoke positively about the relationships their children had with staff. During our visit we observed staff responding to children's interests and cues. We observed staff taking time to listen to and respond to children in a respectful and caring way. Showing respect to children and ensuring time to listen to and respond to children helped to develop good relationships and a sense of worth and involvement for children.

All staff we spoke to wanted to provide the very best for the children that they cared for. Some told us that they felt frustrated by the lack of management support they received to help them support children who faced challenges. Some staff told us that although they identified children who required additional support they were unsure how to support them or what actions they should take. Please refer to requirement two made under the quality of care and support section of this report.

Staff are not familiar with current child development theory and practices. As a result their conversations and experiences offered to children lacked structure and challenge. Children did not have enough opportunities to lead and direct their own play and learning. There were missed opportunities to support children's creativity and choices through play. Please refer to requirement two made under the quality of care and support section of this report.

During our visit and on other times we have been made aware of, the service did not have enough staff to meet the needs of children who attended the service. This impacted on the quality of experience and care children received. Additionally the challenges of staffing the service impacted negatively on the time the manager had to robustly manage, audit and quality assure the performance of staff and the quality of care, support and learning provided to children and families. At times children were sent home as the service did not have enough staff to care for the children. This impacted negatively on children and families, as parents had to make alternative childcare arrangements at very short notice.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 2 - weak

## Quality of management and leadership

### Findings from the inspection

There is a significant lack of leadership within the setting. We are concerned about the management capacity and skill to support a programme of continuous improvement across the service. Therefore, the quality of management and leadership has been evaluated as weak.

The management team should work with staff and families to develop a clear improvement plan. The plan should be informed by self-evaluation and areas for improvement identified through scrutiny and support activity. This will contribute to the service continuously improving the quality of provision and outcomes for children and families.

Effective quality assurance systems were not in place. There were no formalised arrangements for monitoring the quality of provision within the service. This resulted in significant gaps in service delivery which impacted negatively on children's experiences and did not meet best practice guidance. There were only limited opportunities for the manager and staff to come together to critically reflect on the work of the setting and identify areas for development. (See requirement 1).



Procedures were not in place to evaluate the effectiveness of staff practice, which resulted in an increased risk to children. The provider must put in place a formal and robust system to monitor and support staff practice. Such a system would allow for staff training needs to be identified. Effective support and supervision arrangements were not in place and systems for providing feedback were informal. A training needs analysis had not been undertaken to identify the training and development needs of individual staff. A comprehensive training needs analysis and training plan needs to be undertaken to support staff to develop the skills and knowledge necessary to ensure good outcomes for children.

Legislation states that providers are required to share information and make relevant referrals to registering bodies during certain circumstances or events. The provider had failed to do this at every occasion. (See requirement 2)

## Requirements

### Number of requirements: 2

1. By 26 February 2022, the provider must ensure that they have developed and implemented an effective system of quality assurance to monitor and improve all areas of practice and improve outcomes for children.

To do this, the provider must, as a minimum, ensure that they have :

- a) Implemented a regular and effective support and supervision programme for all staff.
- b) Involved staff in the systematic evaluation of their work and the work of the service.
- c) Put clear and effective plans in place for maintaining and improving the service.
- d) Put in place an effective system for monitoring staff practice that supports the improvement and development of staff practice and children's experiences.
- e) Monitor and evaluate the deployment of staff to ensure that there are enough staff working to meet the needs of all children.

This is in order to comply with Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210 - Regulation 3 Principles and Regulation 15 (a) and (b) Staffing; and

Health and Social Care Standards - "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes." (HSCS 4.19)

2. On receipt of this report the service provider and manager must refer to the Care Inspectorate publication "Records that all registered care services (except childminding) must keep and guidance on notification reporting", which can be found on our website.

To do this, the provider must, as a minimum, ensure that notifications and referrals are made within the required timescales.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), Regulation 4 (1)(a); and

Health and Social Care Standards: "I experience high quality care and support based on relevant evidence, guidance and best practice" (HSCS 4.11) and "I use a service and organisation that are well led and managed." (HSCS 4.23)

## Recommendations

Number of recommendations: 0

Grade: 2 - weak

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

## Previous requirements

### Requirement 1

The provider must put in place and implement a robust system for monitoring and evaluating the quality of service provision.

Health and Social Care Standard 4.23 which states "I use a service and organisation that are well led and managed" and 4.19 which states "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes."

The Social Care and Social Work Improvement Scotland (Requirements) Regulations 2011 (SSI 2011/210) Regulation (4)(1)(a) Welfare of users.

Timescale for meeting this requirement 31 August 2019.

**This requirement was made on 17 June 2019.**

### Action taken on previous requirement

There had been no progress made in this area. A further requirement has been made which must be acted upon.

**Not met**

## 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](http://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	
18 Apr 2019	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
28 May 2018	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	2 - Weak
		Management and leadership	2 - Weak
21 Jun 2017	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	3 - Adequate
3 Nov 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
4 Dec 2012	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
18 Aug 2011	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
10 Nov 2010	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

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