

Les Enfants Nursery Day Care of Children

4 Woodside Village
Woodside of Culloden
Inverness
IV2 5FT

Telephone: 01463 795 797

Type of inspection:
Unannounced

Completed on:
7 December 2021

Service provided by:
Les Enfants Nurseries Ltd

Service provider number:
SP2006008117

Service no:
CS2006118322

About the service

Les Enfants Nursery registered as a day care of children's service with the Care Inspectorate on 1 April 2011. Les Enfants Nursery is registered to provide a care service within the nursery to a maximum of 95 children aged from 0 - 16 years; of whom a maximum number of 24 children may be under the age of 2 years

The nursery is privately owned and works in partnership with The Highland Council to provide funded early learning and childcare.

We wrote this report following an unannounced inspection, carried out by three inspectors, which took place on 2 December 2021. We gave feedback virtually to the provider, manager, service manager and local authority representatives on 7 December 2021.

The nursery's aim was to provide a safe and secure setting which will stimulate each child through a wide range of child led activities and experiences using open ended and natural resources. Further aims were expressed in the nursery vision statement.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve.

What people told us

We provided the service with an online questionnaire to share with parents and carers using the service. We received 22 responses. All of those who completed our questionnaire agreed or strongly agreed that they were happy with the quality of care and support their child received while in the service.

Some comments included:

"Nursery has been great at helping my son who has complex needs develop - he loves coming to nursery as feels safe & nurtured."

"Very caring and give good feedback about my child."

"My children are delighted to go to nursery! Their communication is excellent! They are given a wide variety of activities every day."

"Friendly, welcoming! My little one has learnt so much since being there and absolutely loves it. Extremely wonderful people who work there and they do so much good."

"Children adore going and know the teachers well. Excellent feedback at the end of every day."

"Every member of staff is amazing in their job."

"Friendly, trained, kind staff who know and respect the children."

Children we spoke with during the inspection told us:

"I like dinosaurs."

"I am making a list for Santa."

"I like to draw."

"Look I am feeding Kevin."

"I like to ride on the bike."

"Look a ball."

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 paperwork. These demonstrated their priorities for development 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	5 - Very Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

What the service does well

During the inspection we considered the quality of care and support, from the evidence gathered we evaluated this theme as very good. We also looked at the quality of management and leadership which we evaluated as good.

The staff provided a very good service to promote positive outcomes for all children and had substantial knowledge and understanding of the individual care needs of each of the children. Staff were kind, caring and very nurturing in their approach. Staff knew the children very well and told us about individual strategies used to support children to feel safe and secure.

Staff within each playroom were responsible for observing children's play and documenting the learning, highlighting their achievements, progress, and next steps. This supported staff when planning and providing high-quality learning experiences for children, enabling them to explore experiences that interest them.

Children's personal plans and learning journals were well organised and kept a detailed range of information about each child which included their medical and dietary needs. The recording of children's progress and development captured significant events of each child's development. This information supported and guided staff to take appropriate action when required and contributed to keeping children safe and well. The service also had established positive links and worked with other professionals to support the health

and wellbeing needs of the children. This supported strong partnerships and effective planning to meet children's needs

Children were engaged in their play and learning through accessing a wide range of natural and open-ended resources as they moved freely in an enabling environment indoors and outdoors. We saw some lovely interactions between staff and children, with staff responsive to the individual needs of each child. For example, children were exploring the home corner and working together to feed Kevin the carrot while using their imagination and acting out roles with their friends. This experience provided opportunities for curiosity, social development and problem solving.

Children enjoyed eating together in an unhurried and relaxed atmosphere. The options for snack and lunch took account of current nutritional guidance as well as any allergies or dietary needs children attending may have. This was a relaxing part of the day and we saw the staff sitting with the children and chatting to them to create a positive social experience. This helped the children to feel included, build confidence and be part of a group.

We were very satisfied that the service had appropriate infection control procedures in place to support a safe environment for children and staff. This included supporting children with good hygiene practices to minimise the risk of spreading infection.

Staff inductions were undertaken to support new staff settled into their role and become part of the staff team. Newly recruited staff understood their roles and responsibilities to deliver positive outcomes for children. All staff spoke positively of the support they received from management in both their personal and professional life. This contributed to trusting and respectful working relationships within the team

The provider, management team and staff all worked together to ensure a positive ethos within the service. They had a positive working relationship with the families and maintained very regular open communication through social media and verbal feedback at the end of the day. Parents seemed very happy about the service and commented that there is "excellent feedback at the end of every day" and "I love how efficient staff are in keeping in touch throughout the day." We found that this promoted inclusion and allowed parents and carers the opportunity to speak to staff and see how their child's learning is developing through play.

What the service could do better

We discussed with management to review the children's waiting time before they went out for walk in the buggies. Buggies were sat outside in the cold for a period of time while staff were getting the children organised to go outside. This was seen as time consuming, and the buggies were very cold by the time children sat in them. During feedback the management agreed to this, and this was addressed.

We observed the sleep arrangements for the children under three. We found that not all children slept on a flat surface and asked the service to remind parents the benefits of this. The manager agreed and ensured that best practice will be taken for children sleeping in their care.

An improvement plan had been developed, however, we suggested that they used the next steps identified from the self-evaluation process to identify key priorities. This would support them to make changes and improvements which would have the biggest positive impact on children's experiences and outcomes. We signposted management to best practice documents such as "Realising the Ambition". We suggested that

management also share these documents in staff meetings and illustrate the impact of the best practice documents to secure the best outcomes for each child.

We found little evidence of gathering the views of children and their families in service self-evaluation. The service should now review their self-evaluation processes to have systems in place to evaluate and measure progress through consultation with service users. This would support a shared vision to improvement planning and developments.

From the evidence gathered during our inspection we had confidence that the service had the capacity to continue their improvement journey.

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.

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

Recommendation 1

We recommend staff make more appropriate next steps from their observations of children's support needs. They should concentrate on developing children's play experiences to provide more meaningful learning opportunities.

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 5: Quality of Experience.

This recommendation was made on 26 February 2016.

Action taken on previous recommendation

Staff had a better awareness when planning for play, however, further support is needed to ensure that all staff feel confident in this area.

Recommendation 2

We recommend that the provider ensure that all staff have on-going access to a variety of training opportunities to enable them to remain competent practitioners, who have the appropriate skill and experience to provide children with high quality outcomes.

National Care Standards Early Education and Childcare up to the age of 16 - Standard 12: Confidence in Staff.

This recommendation was made on 26 February 2016.

Action taken on previous recommendation

The provider had invested heavily in organising a variety of training events for staff. As a result, staff practice was much better.

Recommendation 3

We recommend that the provider organise training for staff to increase their understanding of the differing types of play and how this can support children to achieve and become life long learners.

Early Education and Childcare up to the age of 16. Standard: 4 - Engaging with Children.

This recommendation was made on 26 February 2016.

Action taken on previous recommendation

Some staff were undertaking training in this area. The provider should continue to organise specific training in this area for all staff.

Recommendation 4

We recommend that the provider implement plans to provide children with a range of age and stage appropriate, stimulating experiences and opportunities that engage their interest and support their learning and development. The provider should also review the resources to ensure they reflect the developmental needs and interests of the children using the service. Broken resources should be removed.

Early Education and Childcare up to the age of 16. Standard: 5 - Quality of Experience and Standard: 11. Access to resources.

This recommendation was made on 26 February 2016.

Action taken on previous recommendation

Improvements had been made in relation to this, and this was an area where the provider was continuing to improve upon.

Recommendation 5

We recommend that the provider ensure that the service has followed its safer recruitment procedures to ensure that staff are properly vetted prior to starting within the service.

National Care Standards Early Education and Childcare up to the age of 16. Standard 12 - Confidence in staff.

This recommendation was made on 26 February 2016.

Action taken on previous recommendation

We concluded that new staff had been safely recruited.

Recommendation 6

We recommend that the provider ensure that the service continues to develop more formal approaches to assuring quality within the service.

National Care Standards Early Education and Childcare up to the age of 16. Standard: 13 - Improving the Service

This recommendation was made on 26 February 2016.

Action taken on previous recommendation

We found that there were much better systems in place for assuring quality within the service.

Recommendation 7

We recommended that the provider review the layouts within the rooms to further enhance children's experiences.

National Care Standards, Early Education and Childcare up to the age of 16. Standard: 5 - Quality of Experience

This recommendation was made on 6 January 2017.

Action taken on previous recommendation

Considerable work has been carried out to improve the layout and décor of the rooms therefore this recommendation is considered to have been met.

Recommendation 8

We recommend that the provider considers giving children free-flow outdoor play opportunities on a daily basis.

National Care Standards, Early Education and Childcare up to the age of 16. Standard: 5 - Quality of Experience

This recommendation was made on 6 January 2017.

Action taken on previous recommendation

We observed improved free flow opportunities and this practice now appears to be established. This recommendation is considered to have been met.

Recommendation 9

We recommend that the provider continue to ensure that all staff have ongoing access to a variety of training opportunities to enable them to remain competent practitioners, who have the appropriate skill and experience to provide children with high quality outcomes.

National Care Standards Early Education and Childcare up to the age of 16 - Standard 12: Confidence in Staff.

This recommendation was made on 6 January 2017.

Action taken on previous recommendation

Staff have had access to ongoing training and the provider continues to invest in staff training. This recommendation is considered to have been met.

Recommendation 10

We recommend that the provider continues to ensure that quality assurance systems are embedded within all aspects of the service. Involving the staff team will give them a better understanding of their role for improving the service.

National Care Standards Early Education and Childcare up to the age of 16. Standard: 13 - Improving the Service.

This recommendation was made on 6 January 2017.

Action taken on previous recommendation

We discussed the systems in place with the manager and linked our assessment of progress to the service improvement plan. The service is making good use of strategies to assess the quality of service provision and as such this recommendation is considered to have been met.

Inspection and grading history

Date	Type	Gradings	
16 Oct 2017	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
25 Nov 2016	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

Date	Type	Gradings	
26 Feb 2016	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 3 - Adequate 3 - Adequate
2 Mar 2015	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 3 - Adequate 3 - Adequate
28 Mar 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
5 Nov 2012	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 5 - Very good 6 - Excellent
16 Aug 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed Not assessed
25 Aug 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good 5 - Very good
30 Jul 2008	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good

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