

Banana Moon Day Nursery Westhill Day Care of Children

6B Peregrine Road
Westhill
AB32 6JL

Telephone: 07973 900 900

Type of inspection:
Unannounced

Completed on:
25 November 2021

Service provided by:
Cygnus Enterprises Limited

Service provider number:
SP2015012452

Service no:
CS2018364923

About the service

Banana Moon Day Nursery Westhill has been registered with the Care Inspectorate since 27 September 2018. The service is registered to provide a care service to a maximum of 107 children at any one time, age from 0 to an age to attend primary school, of whom no more than 32 are less than 2 years of age.

The service is provided in the Westhill area of Aberdeenshire. The service is provided from four playrooms, for different age groups, all on ground floor level. There was an enclosed garden and an off-road parking area for parents.

The aims of the service include:

- To provide quality, affordable childcare.
- For parents to feel confident about the quality of care.
- To build strong partnerships with all parents.

We carried out an unannounced inspection of Banana Moon Day Nursery Westhill between 10 November 2021 and 22 November 2021. We undertook two focused site visits to the service as part of this inspection. In addition, we used 'Microsoft Teams' and emails to engage with the manager, staff, parents and children as part of the scrutiny process. We also assessed relevant documents we requested from the manager. Feedback was given to the manager on 25 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 in Theme 1 Quality Care and Support.

What people told us

We spoke to two parents who arrived to collect their children while we were at the service. We asked the manager to forward an email to all parents requesting their feedback and received seven responses.

All of the parents indicated that they were happy or very happy with the care provided by the service. Some parents commented positively on the improved communications from the service regarding their child's experiences. Most parents commented on the "friendly, approachable and helpful staff and management".

Self assessment

The service was not asked to complete a self-assessment prior to the inspection.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	3 - Adequate
Quality of staffing	3 - Adequate
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

Staff interactions with children were kind and nurturing, especially for the younger children. Strong attachments had been formed between some staff and children, supporting children's confidence and feeling of inclusion. Staff knew the children, their preferences and any strategies in place to support them. This enabled them to support children in a consistent manner and promoted a continuity of care.

Personal plans were in place for each child. They contained information to further support a continuity of care, including home routines and how a child could be comforted. We suggested that strategies being used to support children could be better reflected in the plans. This would support information sharing and auditing to promote a consistent quality of care.

Most of the time children were supported well to develop their independence and self help skills, such as handwashing and changing into outdoor clothes. At busy times though, staff did not always allow enough time for this. We suggested better organisation of busy times would mean children were consistently given time to practice these skills. Learning journeys were used to record children's experiences and achievements. These were shared on the communication app which enabled parents to celebrate their children's successes.

Parents were treated with respect and time was made to give detailed information at handover times. This kept parents informed and included in their children's daily experiences. Parents told us that the use of the app to further support communication had improved since the last inspection. They told us that increased entries gave a better idea of what children were doing.

Children had access to a variety of indoor resources, with some opportunities to direct their play and interests. Older children's independence and choice was at times hindered as they had to ask for assistance as resources were out of their reach. Staff should consider how to make resources more accessible to children and carry out any risk assessments needed to support children's involvement.

To promote children's safety, staff had undertaken further training in child protection. This promoted a good awareness of their role in identifying, recording and reporting any concerns they may have. Child protection training was now an integral part of the induction process. Staff told us how the training gave them the confidence to carry out their roles knowledgeably and effectively.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children and staff. For example, all staff understood the new cleaning arrangements within the service. Risk assessments had been undertaken that addressed the areas within the national Covid-19 guidance.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

The environment was generally clean and welcoming to the children. Improvements had been made in the layout of individual rooms. Staff now had a better overview of their rooms and surfaces were less cluttered. This meant the environment was now safer for the children and provided a more inviting space for them to play. We discussed with the manager the importance of continuing to monitor this and maintain the improvements.

Some thought had been given to extending displays within the rooms. We discussed with the manager, the importance of displays being accessible to children and using their work. This would contribute towards children feeling respected, confident and included.

Children's sleep routines were in line with safe sleeping guidance. Staff supported children to rest and, in most rooms, reduced noise and lighting to provide a comfortable and relaxed atmosphere. We suggested that the manager and staff consider ways to ensure this standard of practice is consistent across the service.

Resources in the rooms were generally better presented, offering children more informed choices with the ability to direct their own play. However, children's experiences could be further developed with the addition of more real life resources and opportunities for numeracy and literacy in play. For example, weighing scales, recipe books, real food and cutlery in the home corner and note pads and measuring utensils in construction.

While most children were able to access the outdoors, this was generally timetabled for particular times of the day. We suggested, in order to support their health and wellbeing, that more use could be made of this area, particularly for younger children.

Outdoor resources could provide more opportunity for exploring and investigating. However, children enjoyed their time outdoors and staff interacted well with them to encourage their physical development and awareness of space.

Some development is needed in the provision and use of resources to support children's learning and development in indoor and outdoor areas. **(See recommendation 1.)**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. In order to support children's learning and development the manager and staff should regularly review and evaluate the resources available. This will enable them to evaluate and build on, the opportunities provided for children's learning and engagement. They should ensure that, where safe to do so, resources are more accessible to children. This will encourage children's independence and increase opportunities for them to lead their own play and develop their interests.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that:

'As a child I have fun as I develop my skills in understanding, thinking, investigation and problem solving, including through imaginative play and story telling' (HSCS 1.30); and

'As a child my social and physical skills, confidence, self esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open ended and natural materials' (HSCS 1.31).

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

Staff were enthusiastic and demonstrated a good knowledge of the individual children and their needs. They communicated well within their teams to support the children. Overall this supported staffs' awareness of the rooms and to identify when children may need help. In some areas this could be improved to ensure that children get the right support to direct their own play. The manager and room leaders agreed to review and assist staff with this.

Recruitment had been carried out in line with safer recruitment guidance, keeping children safe and protected. Staff told us how the service's induction process contributed to their confidence in practice. Staff were appropriately registered and most had undertaken, or planned to begin, training which would meet any conditions set on their registration. In addition, staff had accessed a variety of online and inhouse training to support their professional development. Staff had some awareness of the best practice guidance available to support their practice. We suggested that this could be developed. This would support staff in reflecting on their practice against current guidance and research.

We discussed with the manager the importance of evaluating staff learning and development. This would provide assurance that it has impacted positively on their practice, promoting improved outcomes and experiences for children.

Although generally improved at times there was still need for staff to show a better awareness of where their support was needed. For example, consistently sitting with children at snack and lunchtimes. The staff team is relatively new and have yet to fully develop communication and team work so that they are confidently deploying themselves where the most support is needed. Gaining confidence and further gelling

as a team will also support staff to recognise where there are areas that could be developed in the room and in their practice.

Staff were not always confident in assessing children's learning or planning activities to keep them challenged. They sometimes missed opportunities to extend children's learning during their play. For example, in their outdoor play or messy play. This meant that where children had next steps identified, they were not always relevant or individual to the child. **(See recommendation 1.)**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. In order to support and extend children's learning and development the manager should support staff to develop their awareness and confidence in how to extend children's experiences during play.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states 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

All staff told us that the manager and provider were supportive and approachable. The manager had begun to implement regular support and supervision meetings with individual staff members. We discussed the importance of developing these meetings and ensuring that they have a positive impact on staff skills and confidence.

The manager and staff team engaged well with the inspection process and were quick to act on any feedback given during the inspection period. Some of the areas which we identified as needing further development had already been identified and were included in the service's improvement plan. We suggested that more detail about the desired impact of any development on children's outcomes and experiences should be included in the plan. A specific timescale for reviews or developments should also be included. These will support evaluation of change and promote the effectiveness of the improvement plan.

A system of audits was being introduced which included a review of records and processes. However, the manager needs to ensure that this highlights where information is incorrect or needs further clarity. For example, ensuring that all areas of the personal plan are completed or marked as not applicable. There was also a need to ensure that amendments or additions to children's records are signed and dated.

Staff observations took place regularly. Any issues with staff practice were highlighted in feedback to staff. The manager arranged further support or training and a secondary observation took place to follow up. This supported improved practice and positive outcomes and experiences for children.

The manager had a good overview of staff training needs and was supporting staff to access relevant training. This included accredited qualification and online courses. We discussed the importance of ensuring that staff evaluate and implement their training.

Parents told us that communication from the manager and staff had improved. The online app was updated more regularly and with information that was more specific to their child. This supported them to feel involved in their child's care and learning. Communication of more general information such as updated Covid-19 guidance was also appreciated by the parents.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. In order to ensure that children receive a consistently good quality of care and support the manager and provider should continue to develop the quality assurance and monitoring system. They should use these processes to identify further areas for improvement and maintain improvements already made until they are embedded in the practice and systems within the service.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which states that:

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

Grade: 3 - adequate

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

Previous requirements

Requirement 1

By 14 August 2021, in order to support children's safety and wellbeing the provider and manager must establish an effective monitoring system. This is to be used to ensure that staff are confident and competent in identifying when intervention is necessary to support children to be safe in their play.

This is in order to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state that:

'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities.' (HSCS 3.20); and

In order to comply with Regulation 4 (1) (a) Welfare of users - The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210.

This requirement was made on 3 August 2021.

Action taken on previous requirement

We saw that staff had a better awareness of where children were in the rooms and what they were doing. This was supported by improved layout in the rooms. Observations of rooms had been carried out by the manager to support and maintain this improvement. This process was recorded, and we could see that feedback was given to room leaders. Any issues that were observed were discussed and where appropriate further training or mentoring given to staff. A second observation was then undertaken to monitor progress. Therefore this requirement has been met.

Met - outwith timescales

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

Previous recommendations

Recommendation 1

In order to protect children from the risk of harm, the manager and provider should ensure that all staff are trained and confident in their role of identifying, recording and referring any concerns regarding a child's safety or wellbeing to the relevant agencies.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities.' (HSCS 3.20).

This recommendation was made on 3 August 2021.

Action taken on previous recommendation

Staff we spoke to had a reasonable knowledge and understanding of their responsibilities in identifying, recording and reporting any concerns. The manager had a good understanding of where staff are at with their training in child protection and had plans in place to ensure that there is at least a basic awareness for any new staff as quickly as possible. In discussion staff had a good understanding of the whistleblowing policy and that they are duty bound to raise any concerns without fear of recrimination.

Most staff had undergone further child protection training since the last inspection and new staff had child protection as part of their induction. This recommendation has been met.

Recommendation 2

In order to ensure the health, safety and wellbeing of children, staff must ensure that they are knowledgeable of and adhere to current guidance in relation to infection prevention and control at all times.

This is in order to ensure that high quality care is consistent with the Health and Social Care Standards which state that:

'As a child, I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11).

This recommendation was made on 3 August 2021.

Action taken on previous recommendation

Sinks were labelled and used appropriately to promote infection control. Areas around the sinks were less cluttered and therefore easier to clean to maintain a lower risk of infection. We saw cleaning of high traffic areas taking place, handwashing was carried out for staff and children in an effective manner. New sink at child's height in nappy changing room of Tweenie room assisted in promoting good hygiene routines for the younger children.

Infection prevention and control training had been revisited or attended by most staff. Personal protective equipment (PPE) was generally being worn in line with guidance. This recommendation has been met.

Recommendation 3

In order to provide a good quality of care and support which is responsive to the changing needs of children the manager and provider must establish an effective system to monitor and support staff practice. They should ensure that this identifies areas where staff require further training or guidance and put this in place.

This is in order 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).

This recommendation was made on 3 August 2021.

Action taken on previous recommendation

Records of managers' observations of staff practice and follow up actions were seen and staff told us how these had supported their practice. The manager had a good overview of staff training needs and plans in place to meet these. This recommendation has been met.

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	
13 Nov 2019	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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