

Manor Park Nursery Day Care of Children

46 Lefroy Street
Blairhill
Coatbridge
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Telephone: 01236 602 929

Type of inspection:
Unannounced

Completed on:
18 November 2021

Service provided by:
J Martine Watt and Jim Watt, a
Partnership

Service provider number:
SP2003000955

Service no:
CS2003004600

About the service

The service registered with the Care Inspectorate on 01 April 2011.

Manor Park Nursery is situated in a residential area of Coatbridge and is registered to provide a care service to a maximum of 53 children aged from birth to those not yet attending primary school.

Care is provided across one level and children have access to large open plan playrooms for children aged two to five years and a baby room for children aged birth to two years. Children have access to a large enclosed garden and play area.

The aims of the service include to provide a quality environment where each child feels happy and secure and is encouraged to reach their full potential.

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 of Care and Support and Theme 2 Quality of Environment.

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 Getting it Right for Every Child: safe, healthy, achieving, nurtured, active, respected, responsible, included.

What people told us

We asked the manager to forward our questions about the service to all of their families. Fourteen families responded. They told us that their children were well cared for by kind and friendly staff. Most of the parents who responded told us they were happy with the quality of service and felt comfortable leaving their child in their care. They were kept up to date with information about changes due to Covid-19 and they told us they liked the communication they received about their child's routines during the day.

Four parents told us they would like more information about how their child was progressing with their learning and development and feel that communication could be improved. Two families stated they would like to know the names of other staff working with their children. We shared this information with the manager and they agreed to take this forward.

Self assessment

We did not request a self assessment from the provider. Issues relating to quality assurance, acting on feedback from people using the service and the quality of the service's improvement plan are considered throughout the report.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
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

We evaluated care and support as adequate. Whilst the strengths had a positive impact, key areas of performance need to improve.

Children were happy, settled and comfortable in the environment. Staff mostly responded to children with warm tones and nurturing interactions. This helped children feel safe and secure.

Children had fun during play and particularly enjoyed collecting leaves outdoors and washing baby dolls. However, some experiences were adult led and limited children's opportunities to develop skills in creativity, curiosity and problem solving. For example, children were instructed to glue leaves onto card because it was Autumn.

We saw that children's care needs were met and they could sleep when they needed to and could have a drink if they were thirsty. Some routines were adult led and disrupted children's play. Routines should be reviewed to support children to lead their own learning.

Staff had received training in child protection and were able to identify potential indicators of abuse. This helped staff to identify when children were at risk. However, some staff were not clear on who to report child protection concerns to in the absence of the manager. The policy should now be reviewed against the national guidance to ensure reporting procedures are clear for all staff.

Information was shared with parents and carers about nursery life. This included chats at the door, text messages, daily diaries and telephone calls. Some parents commented how communication helped put their mind at ease, particularly those whose children were settling at nursery. One parent said, "The text system works really well for me as I don't always have access to social media and emails". However, three parents told us they would like more information about their child's individual progress. We agreed that this was needed to promote partnership working to involve families in children's learning and development. This will help ensure children experience consistency and continuity of care and are supported to reach their potential.

Most children had a personal plan that contained information to help keep children safe. Some plans showed how they would support individual needs, although this was not consistent. Plans need to be reviewed with families in line with guidance and further developed to show how the service are meeting individual needs and helping children to achieve. The manager told us she planned to review the personal plans so we referred her to the recently published Care Inspectorate guidance to support the development of these.

When we reviewed medication records we found some information missing and noted some medications were not in original packaging or easily accessible. Procedures for recording and storing medication need to be improved, in line with best practice guidance, to help keep children safe (see recommendation 1).

We reviewed the planned menus and saw that most children were provided with, hot nutritious food that met their dietary requirements and contributed to good health. Staff told us that they were aware of children's preferences and offered alternative options when requested. Children had limited opportunities for social interaction at mealtimes and would benefit from a more relaxed, sociable atmosphere to develop their communication and independence skills (recommendation 2).

On the day of inspection the service provided sandwiches for lunch as the hot meal wasn't delivered. We spoke with the manager about planning for days where hot meals wouldn't be available. For example, in-service days. This will ensure children are provided with meals in line with guidance everyday.

To support children to manage change, transitions between the baby room and the two to five- year-old room could be further developed. Transition plans could give greater consideration to supporting children's routines, relationships and individual needs.

The service should consider how they can develop their practice to ensure they are not unnecessarily restricting children's movements. For example, review the use of baby walkers, bouncy chairs, buggies and high chairs to ensure children do not spend too much time in them, as this could delay physical development. Increasing opportunities for babies and young children to be physically active will support their health and wellbeing.

The service had developed approaches to reduce the risk of spread of Covid-19 for example physical distancing was implemented for adults in the setting. We identified areas for improvement in respect of infection control procedures in place to support a safe environment for children and staff. This included storage of personal protective equipment (PPE) and cleaning products. We have therefore reported on these areas within the quality of environment theme.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To ensure children's health needs are met the provider should review medication systems in line with guidance to ensure that all medication is stored safely and paperwork contains sufficient information to administer safely.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My care and support meets my needs and is right for me'. (HSCS 1.19) and 'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

This is to ensure administration of medication is in line with the Care Inspectorate document Managing of medication in day care of children and childminding services.

2.

To support children's wellbeing, independence and opportunities for social interactions the provider should ensure that mealtimes are developed in line with current best practice.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I can enjoy unhurried meal times in as relaxed an atmosphere as possible' (HSCS 1.35) and 'If I need help with eating and drinking, this is carried out in a dignified way and my personal preferences respected' (HSCS 1.34).

This is to ensure mealtimes are in line with best practice documents such as Food Matters.

Grade: 3 - adequate

Quality of environment

Findings from the inspection

We evaluated this theme as adequate. Whilst the strengths had a positive impact, key areas of performance need to improve.

Children were comfortable and relaxed when playing and had access to welcoming, bright playrooms which allowed in plenty of natural light. Children's artwork was attractively displayed on the walls, valuing their achievements and encouraging a positive view of themselves.

The baby room had a separate entrance which helped ensure physical distancing was implemented and helped minimise the risk of spread of infection due to Covid-19.

At times children were able to move freely between the play areas and choose their own activity. We spoke about how this should be further developed under care and support.

Children had plenty of space to play and had access to a range of toys that met their interests. For example, building blocks, dinosaurs, playdough, games and books. Children would benefit from increased access to open-ended and natural play materials that promote curiosity, imagination, problem solving and creativity.

Each playroom had dedicated spaces for children to relax and self-regulate their emotions. These were inviting spaces with soft lighting, furnishings and comfy cushions. To ensure that children get the most out of these spaces, consideration should be given to reducing the noise level in playrooms. For example, from the interactive white boards. This would ensure children are able to relax and focus on their play.

During our virtual observations we saw some children exploring the garden, enjoying finding Autumn leaves and discovering seasonal changes. We saw children developing their physical skills on outdoor play equipment, helping them to take positive risks that supported them to be resilient. When we visited the nursery, outdoor play did not take place. Some staff told us that the youngest children did not go outside to play every day. To ensure that children benefit from outdoor experiences staff should maximise regular opportunities for children to explore in the natural environment to promote their health and wellbeing.

A variety of measures were in place that contributed to keeping children safe. For example, a secure entry system, visual checks of the garden and auditing of accidents to prevent repetition. However, we had some concerns about other aspects of safety that could place children at risk. These included, infection control, sleeping arrangements for young children and storage of materials. The manager actioned some of the issues before we concluded the inspection and agreed to further improvements of the premises (see requirement 1).

Requirements

Number of requirements: 1

1. By 24 December 2021, the provider must ensure that materials are stored safely and that the environment is assessed to ensure it is safe for children.

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

- a) cleaning materials are removed from high shelves and stored safely
- b) thorough risk assessments of the environment are undertaken and ensure staff understand their responsibilities
- c) safe sleeping guidance for young children is implemented
- d) infection control guidance is being followed.

This is to comply with Regulation 4 (1) (a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2001 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My environment is safe and secure' (HSCS 5.17).

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

We evaluated this theme as adequate. Whilst the strengths had a positive impact, key areas of performance need to improve.

Staff were warm, caring and friendly. They worked well as a team and were happy to be at work. This helped create a positive secure environment for children and their families. One parent told us "The staff are very welcoming, caring and I feel at ease leaving my child there knowing that they are well cared for and looked after".

The children were supported by adults that took time to get to know them. Each child was assigned a staff member as their key worker. Parents could tell us who their child's key worker was and had the opportunity to build a relationship with them, helping staff to get to know their child well. Due to Covid-19 parents had not been in the service, therefore did not know all the staff names. The manager agreed to find ways to share this with families.

Regular team meetings supported staff to develop a better understanding of the expectations around their roles and responsibilities. Meetings provided an opportunity to discuss children's needs and plan strategies to support them.

Staff were inducted into their role before working with children. However, to ensure they develop the skills and knowledge to provide high quality care, this process should be developed further to make sure all staff access training opportunities specific to their development needs. The manager is aware of the National Induction Resource, however further embedding the use of this could support staff to provide more positive outcomes for children. For example, interacting with children, identifying hazards in the environment and using best practice documents like Realising the Ambition.

People caring for children were safely recruited and registered with the Scottish Social Services Council (SSSC), which contributes to development of a trusted and professional workforce.

There was enough staff to meet children's needs. They supervised children effectively and were well deployed to ensure that children received support when they needed it.

Staff had participated in some training that contributed to keeping children safe. For example, child protection and first aid. However, all staff needed to develop a better understanding of child development and good practice guidance to support them to reflect on practice that contributes to improved outcomes for children (see recommendation 1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To support children's wellbeing, learning and development, the provider should ensure that staff are skilled and competent in their role and apply their training in their practice. Consideration should be given, but not be limited to:

- planning and observations,
- supporting young children and transitions,
- safe sleeping,
- infection control,
- play experiences,
- assessing risk,
- quality mealtimes.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I have the confidence in people because they are trained, competent and skilled'. (HCSC 3.14).

This is to ensure staff skills and knowledge is consistent with Scottish Government document, Realising the ambition: Being Me.

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

We evaluated this theme as adequate. Whilst the strengths had a positive impact, key areas of performance need to improve.

Staff told us that the manager was friendly, approachable and considerate of their wellbeing. This helped create a positive environment where people worked well together, and children felt secure.

Families benefited from positive relationships with the managers and the staff team. One parent told us "The manager has been fantastic keeping parents up to date in regard to the forever changing guidance. (The manager) is very supportive to families and is always at the other end of the phone if we ever need anything".

Some quality assurance systems contributed to safeguarding children. For example, auditing staff registration with the SSSC and monitoring accidents. However, further auditing was needed to identify and improve the quality of children's care, development and the environment.

Leaders had systems in place to review and evaluate the quality of the service. This included monthly reflections, staff meetings and an improvement plan. However, there were concerns identified during the

inspection which were not picked up by the quality assurance systems in place. We discussed how the quality assurance processes could be developed with reference to national best practice guidance and improvement methodology to improve outcomes for children (see recommendation 1).

Staff had the opportunity to meet formally with their manager to discuss their performance. The manager told us staff engage with training opportunities. We discussed with the manager reviewing staff training needs to ensure it can be linked with improving outcomes for children and developing the service.

The service is registered to provide care to 53 children aged from birth to five-years-old. When we visited the service, it was a local authority in-service day and we found that care was also being provided for staff children who were primary school age. This is not in line with the conditions of registration (see requirement 1).

Requirements

Number of requirements: 1

1. By 10 December 2021, the provider must ensure that they only care for children within the age range they are registered to care for.

This is to comply with Regulation (64) (1) (b) of the Public Services Reform (Scotland) Act 2010.

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).

Recommendations

Number of recommendations: 1

1. To ensure children receive high quality care and support the provider should ensure that robust systems are in place for quality assurance. This should include, but not limited to risk assessments, monitoring of staff practice, feedback processes and identifying training needs.

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: 3 - adequate

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	
28 Sep 2018	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
7 Sep 2016	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
30 Jan 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
1 Feb 2013	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
9 Nov 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
12 Nov 2009	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	Not assessed
27 Nov 2008	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good

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