

Little Dreams Nursery Day Care of Children

42-44 Bon Accord Street
Aberdeen
AB11 6EL

Telephone: 01224 576 130

Type of inspection:
Unannounced

Completed on:
17 February 2022

Service provided by:
LD Nursery Ltd

Service provider number:
SP2011011656

Service no:
CS2011299582

About the service we inspected

Little Dreams Nursery was registered with the Care Inspectorate on 16 February 2012.

This service is privately owned and works in partnership with Aberdeen City Council to provide funded pre-school places. The service is provided from a two storey building in the city centre of Aberdeen.

The service is currently registered to provide a care service to a maximum of 53 children aged from birth to those not yet attending primary school. The service is registered to operate between the hours of 7:30am to 6:00pm Monday to Friday.

The service aims include:

- To provide a safe, secure, welcoming and happy environment for children from the ages of 6 weeks to 5 years.
- To provide quality experiences for children aged 0 to 3 following the guidance contained in the Pre Birth to Three document - Positive Outcomes for Scotland's Children and Families.
- To follow the Curriculum for Excellence for children aged 3-5 years in order to provide quality activities and experiences to promote each child's development and learning in all 8 areas of the curriculum.
- To apply the GIRFEC (Getting it Right For Every Child) approach to enable each child to become a confident individual, an effective contributor, a successful learner and a responsible citizen.
- We will use SHANARRI to support children to be : Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible and Included.

The Care Inspectorate have a duty to provide assurance and protection for people who use services, their families and carers and the wider public. A serious incident occurred at the nursery in November 2021. We carried out a complaint investigation in November 2021 into this incident which was upheld. Eight requirements were made following the complaint.

We carried out an inspection between 30 November and 15 December 2021 to follow up on these requirements. During the inspection we found that two requirements had been met. We made one additional requirement and two recommendations.

This inspection took place to follow up on the outstanding requirements and recommendations.

How we inspected the service

During this inspection we undertook a visit to the service, we spoke with the management team and staff, received feedback from children, parents and carers and looked at records.

We also discussed with the manager that we could undertake some improvement work with them to support improved outcomes and experiences for the children. The manager stated that they were willing to take up this offer.

Taking the views of people using the service into account

Whilst at the service one of the children spent time showing us their room's floor book and told us all about their current topic 'transport'. The child was very engaged and had learnt a lot about different types of

transport. Other children were showing us how to make playdoh and how to play an electronic educational game.

"it's great, I love seeing my friends and my teachers and playing with all the toys".

We asked parents and carers for feedback their children had shared with them about their experience at nursery:

"(Our child) often tells us "I love nursery" and asks "when can I go to nursery?"

Taking carers' views into account

We received feedback from seven parents and carers about the service.

We asked them for feedback on the following areas:

What they felt the service did well:

"Great care and concern for the children, and the staff really do truly get to know the children and build genuine connections with them. Communication with parents is great, and have always felt like we are kept informed about our children and their day to day activities. Overall the nursery operates in a way that gives us great confidence in their abilities and care for our kids."

"They really get to know the children so they know how to help them develop. They get to know their personality, character, likes and dislikes, interests and use all that to help they become independent, confident, learn new skills and understand their emotions."

The play and learning experiences their children enjoyed at nursery:

"Outside time in the garden, singing and dancing, and arts and crafts activities."

"...loves doing the science themed experiments."

"...loves experiments or activities where they explore how things work."

"...loves being in the garden, looking at the vegetables, insects, et cetera. "

"....something I feel the nursery has done well to bring them out of their shell, and encourage them to play with the other children."

Opportunities for outdoor play:

"The garden is accessible to the children, with Covid-19 rules it has been more limited with children being unable to mix but I do feel that they are given a good amount of play time outdoors."

"Plenty opportunity given and (child's name) really enjoys the equipment, particularly enjoys the opportunity to use the woodworking area and learning to use tools like hammers and screwdrivers."

Managing transition to a new room:

"The transition has always been smooth with staff being very hands on and helping our children settle into the new room which can be a big change for them. We have always felt that our children were supported in the right way if they were having a hard time adjusting to the change to a new room."

"The last transition was advised in advance and there were no concerns. Our child adapted and settled in quickly, soon talking about their new friends."

The opportunities to discuss their children's individual needs with staff and how these needs have been supported:

"Any queries I have had have been directly answered either in person or by email, depending on which medium I have used. Where email has been used, the reply has been incredibly prompt."

"Further, every time I have had any questions or comments with our child's developmental or emotional needs I have called the nursery and staff has been very happy to discuss these at length and spoke of how these can be addressed. They have also pointed out any concerns that we, as parents, could work through with (child's name) at home and gave us very valuable advice about how to help her with them."

What parents and carers would like to see improved in the service:

"More regular updates on the online logbook would be nice."

"It will be nice to be able to enter the nursery when restrictions relax to see our child in the nursery setting. Its been a difficult time for everyone and we feel the nursery has adapted well and kept us informed."

"The only thing we would like is for the pick-up time to be extended to 6 PM as before."

One parent told us that the nursery have "varied and interesting fortnightly/monthly topics which they focus on" however "more info or details on their activities would be really welcome. Pictures of the boards they create to decorate their rooms or shots of the activities set up for them, positives from the topic or negatives, what they might do differently when they do this topic again." The parent felt that this would enable them to be more engaged in their child's nursery experiences.

Other comments:

"Little dreams have taken on the role as a trusted place where our kids can go and be cared for, learn, grow, and build important relationships with other adults caring for them."

"All the staff that we have met have been very professional and friendly, this also includes the owners and managers. We really just want to say we are very happy with the care and service our child and ourselves have been given."

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

Previous requirements

Requirement 1

In order to ensure that children feel confident in the people who support and care for them the provider must ensure that:

- all children are effectively supervised by confident skilled staff;
- all care and support needs take priority over general housekeeping tasks;
- at all times suitably qualified and competent persons are working in the care service in such numbers as are appropriate for the health, welfare and safety of service users.

To be completed by: 22 November 2021

This is in order to ensure that care and support is consistent with Health and Social Care Standards which state that: 'My needs are met by the right number of people.' (HSCS 3.15)

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

This requirement was made on 18 November 2021.

Action taken on previous requirement

We spoke to a number of staff who were knowledgeable about the children they were caring for. We found that most staff had a relevant qualification or were in the process of gaining one. There was at least one qualified member of staff deployed in each of the playrooms.

Following the complaint investigation a cleaner had been employed to clean all the floors and clean all the toilets on a daily basis and to undertake a deep clean once a week. This allowed the staff to have a sole and clear focus on the children's care and support.

There were no issues in relation to having appropriate staff and staffing levels during the inspection and there were arrangements in place to cover staff absences.

One of the play rooms (for children aged 0 - 2 years) continued to be closed. The manager confirmed that it would remain closed until they were able to successfully recruit knowledgeable, skilled and confident staff.

We found this requirement to have been met.

Met - outwith timescales

Requirement 2

In order to ensure that children feel confident in the people who support and care for them the provider must ensure that:

- all staff undertake high quality first aid training, which must include paediatric first aid;
- all staff can confidently and competently undertake emergency first aid when required.

To be completed by: 17 January 2022.

This is in order to ensure that care and support is consistent with Health and Social Care Standards 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)

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

This requirement was made on 2 December 2021.

Action taken on previous requirement

A number of staff had attended full day first aid training in December 2021. Those staff who did not attend this training confirmed that they had a valid in-date first aid certificate. They had also been made aware of changes to first aid practice and when to contact the emergency services. New staff were aware that they could not undertake first aid until they had completed the required training.

The management team were checking staffs knowledge and understanding of first aid by asking them questions on a regular basis. Staff had also been required to complete a written list of questions in relation to responding to first aid case scenarios such as management of burns, choking and asthma attacks. Staff were also able to respond appropriately to scenarios we asked them about.

We suggested checking out knowledge of first aid as part of supervision and having it as a standing item on the agenda. This would help to keep staff knowledge fresh.

Since our visit to the service, the manager informed us that they had arranged for telephones to be available in all the playrooms so that staff could summon help from emergency services where needed without delay.

We found this requirement to have been met.

Met - within timescales

Requirement 3

In order to ensure that children feel confident in the people who support and care for them the provider must ensure;

- all staff receive refresher training in relation to whistleblowing;
- all staff have a clear understanding of the service whistleblowing policy and procedures;
- all staff can confidently and competently manage a whistleblowing concern. The provider must also evidence to the Care Inspectorate the child protection training, sourced from an external trainer has been organised for staff to attend as soon as is practicably possible.

To be completed by: 26 November 2021

This is in order to ensure that care and support is consistent with Health and Social Care Standards 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 is in order to comply with: Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

This requirement was made on 18 November 2021.

Action taken on previous requirement

Staff had undertaken training in whistleblowing and were clear about their roles and responsibilities in reporting concerns about other staff, the managers and/or the provider. They were consistent in stating that they would be confident in doing so and understood that the safety and wellbeing of children was paramount.

The manager confirmed that child protection training, sourced from an external trainer, had been organised for staff and will take place on 24 February 2022.

We found this requirement to have been met.

Met - outwith timescales

Requirement 4

In order to ensure that children feel confident in the people who support and care for them the provider must ensure:

- all staff understand what may constitute a child protection concern and are fully familiar with the indicators of abuse;
- all staff have a clear understanding of the service child protection policy and procedures;
- all staff can confidently and competently manage a child protection concern;
- all staff have a clear understanding of their responsibilities to refer any concerns on to the lead agencies.

To be completed by: 17 January 2022

This is in order to ensure that care and support is consistent with Health and Social Care Standards 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 is in order to comply with: Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

This requirement was made on 2 December 2021.

Action taken on previous requirement

Staff had undertaken child protection training in house and it had included exploring different scenarios. Additional training from an external provider had also been arranged for staff on 24 February 2022.

We spoke with staff who all understood what was a child protection concern. All staff spoken with indicated that they would record the concern and pass on to one of the management team. Staff were aware of the need to pass any concerns on to the lead agency such as police and/or social work, who would be the

investigatory bodies in relation to child protection. Staff told us that one of the management team would do that. If the management team did not take action staff stated that they knew that they would need to do this in order to protect children and that they would feel confident to do this.

Previous concerns were passed on retrospectively to police and social work and the relevant notifications of these had been submitted. The manager confirmed that all concerns would be passed on to police and social work for their assessment going forward.

New safeguarding forms had been developed. We fed back to the management team the need to make it clear on the forms what concerns were passed on and the response. Children's chronologies also need to make reference to the safeguarding forms so that it is clear that action has been taken.

Some staff stated that if they saw bruising in an unusual place on a child's body that they would pass the concern on but may also speak to the parents. We advised staff that they should always follow child protection procedures, and discuss with the manager/child protection lead as contact should be made with the lead agencies in the first instance. This would ensure that children are protected and safeguarded. We fed this back to the management team who advised they would discuss this further with staff. The manager further stated that staff would check with them prior to taking any action and they would be guided appropriately.

Where external agencies were involved, for example social work or health professionals we found that more detailed information about what the concerns were should be recorded. The chronologies should be more detailed to ensure that all observations are recorded, communications logged and meetings and outcomes recorded.

We found that there was sufficient improvement in place to meet the requirement however also identified that some further work was needed. This will be followed up at the next inspection of the service.

Met - within timescales

Requirement 5

In order to ensure that children are able to achieve and experience high quality care and nurture the provider must ensure that: - all staff have a clear understanding of their role in supporting children's development and learning by;

- identifying and addressing staff's training needs;
- organise high quality ongoing training opportunities based on staff's individual needs;
- include the following training; child development, observation, planning and assessment, attachment led practice;
- use national and local authority guidelines to identify good practice and inform staff's development;
- implement an improvement plan in relation to the learning and development needs of the staff team and ensure that staff practice is effectively monitored;
- the induction programme is reviewed to ensure that it is meaningful and contributes to developing a skilled and experienced staff team.

To be completed by: 17 January 2022

This is in order to ensure that care and support is consistent with Health and Social Care Standards 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 is in order to comply with: Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

This requirement was made on 2 December 2021.

Action taken on previous requirement

The management team and staff now had access to training through an additional on-line training provider. The management team were booked to complete some training sessions which they then planned to use to undertake training with the staff team. Plans had been put in place which included training for staff in relation to the areas identified within the complaint investigation and the previous inspection.

The management team had started to identify individual training needs of staff and progress these, including child protection and observation, planning and assessment.

The induction for staff has been further developed to include more questioning to evidence knowledge and understanding and a lot more written evidence of observations of staff practice.

Observations during this inspection indicated that staff had been supported to consider the feedback from the last inspection and make changes to their practice which supported better outcomes for the children. We found, for example infection prevention and control and children's mealtime experiences were both much improved.

We observed really positive examples of staff supporting children's learning and development in some rooms however this needed to be in place throughout all the play rooms. A qualified member of staff had recently been recruited to support one of the playrooms. We discussed the need to ensure there were sufficient opportunities for new or less experienced staff to shadow experienced, skilled and knowledgeable staff so that they observe best practice.

We found that there was sufficient improvement in place to meet the requirement however we now need to see all the changes embedded in practice. This will be followed up at the next inspection of the service.

Met - within timescales

Requirement 6

In order to ensure that children are able to achieve and experience high quality care and nurture the provider must ensure that:

- the service is well lead and managed, and that there is a culture of continuous improvement;
- the manager has the necessary skills, experience, knowledge and is able to undertake the role and responsibility of a manager demonstrating competency and confidence.

To be completed by: 17 January 2022

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

This is in order to comply with: Regulation 7(2)(c) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

This requirement was made on 2 December 2021.

Action taken on previous requirement

We found during this inspection that the providers had taken a step back in relation to their management role and this allowed the manager to have more autonomy and leadership. An example of this was that the manager was now responsible for the recruiting of new staff. The manager was also in the process of arranging to be a counter signatory for the Protection of Vulnerable Groups Scheme and the Scottish Social Services Council. The providers still had some input into staff appraisals and reviews however the manager was also now largely responsible for doing these.

At this inspection the manager has presented as a much more confident leader. Arrangements have been made for the manager to undertake some specific leadership training .

A range of tools were in the process of being introduced to staff which should help to support their knowledge and understanding. The tools should also support staff to be more reflective about their practice and how they can improve. During this inspection we had observed significant improvements in relation to infection prevention and control and children's mealtime experiences. We also saw more frequent examples of children being well supported by staff to extend their learning through play and participate in stimulating and engaging activities.

Audits and observations of practice undertaken recently demonstrated that the management team were able to more critically reflect on the service and what needs to be improved and were taking action accordingly.

A new post of team leader for the 2 - 4 room had been created and was having a positive impact. The service should consider team leaders for all the playrooms to support a clear structure and accountability.

Quality assurance calendars were in place for the manager and deputy manager however these needed to be reviewed to ensure that they were achievable. We also suggested that the service involve all the staff in developing and driving forward the improvement plan for the service and the quality assurance calendar. This will help staff to critically reflect on the quality of the service and outcomes for children and have an improvement focus. It will also support leadership at all levels.

We found that there was sufficient improvement in place to meet the requirement however we now need to see all the changes embedded in practice. This will be followed up at the next inspection of the service.

Met - within timescales

Requirement 7

By 7 January 2022 to ensure children's health, wellbeing and safety during mealtimes, the provider and manager must at a minimum ensure that:

a) children are appropriately supervised at all times and able to enjoy meals and drinks in a relaxed and calm atmosphere.

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

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state that: 'My care and support meets my needs and is right for me.' (HSCS 1.19)

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

This is to ensure that staff skills and knowledge is consistent with 'Setting the Table - Nutritional guidance and food standards for early years childcare providers in Scotland'
<https://hub.careinspectorate.com/media/1615/setting-the-table-nutritional-guidance-and-standards-for-childcare.pdf>

This requirement was made on 20 January 2022.

Action taken on previous requirement

We observed the lunch time meal experience for children on the day we visited the service. We found that staff ensured that children were supervised whilst eating at all times. Staff sat with the children and this helped to create a calmer and more settled experience. Our discussions with staff indicated that they were very clear about the need to ensure that children are supervised at all times during eating to ensure that they are kept safe and well.

The service still needs to improve the routine for children in the lead up to and during lunchtime so that children are not seated for longer than they need to be.

We found this requirement to have been met.

Met - within timescales

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

Previous recommendations

Recommendation 1

To keep children, families and staff safe and healthy the manager should ensure that the most up to date national infection control guidance is followed by staff at all times.

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

This is to ensure that staff skills and knowledge is consistent with Scottish Government guidance 'Coronavirus (Covid-19) : early learning and childcare services'
<https://www.gov.scot/publications/coronavirus-covid-19-early-learning-and-childcare-services/>

This recommendation was made on 20 January 2022.

Action taken on previous recommendation

We found that infection prevention and control practice had been much improved within the service. For example, pedal bins have been replaced with open topped bins so children not tempted to lift bin lid up with clean hands. Staff closely supervised children's handwashing to make sure it was undertaken correctly. Masks were being stored in lidded plastic boxes when not in use next to hand sanitizer.

Some minor infection prevention and control issues were fed back to the management team who agreed to action these.

We found this recommendation to be met.

Recommendation 2

To ensure that children receive a high level of stimulation and challenge appropriate to stage of development the manager should further develop the environment to ensure it is rich in natural resources and open ended resources.

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

This is to ensure that staff skills and knowledge is consistent with 'My World Outdoors - Sharing good practice in how early years services can provide play and learning wholly or partially outdoors'
<https://hub.careinspectorate.com/media/1557/my-world-outdoors-sharing-good-practice-in-how-early-years-services-can.pdf>

and

'Loose Parts Play - A toolkit'

<https://hub.careinspectorate.com/media/1258/loose-parts-play-toolkit.pdf>

This recommendation was made on 20 January 2022.

Action taken on previous recommendation

After consultation with staff about the children's interests and needs a number of new resources had been purchased for the different rooms. These had not arrived until after our visit to the service, however the manager was able to evidence this by sharing photographs. The new resources will help to support the children to develop their skills in understanding, thinking, investigating and problem solving. The resources will allow children to be more creative in their play and for play to be more child led.

The service have also made contact with local building contractors and their own families to see if they can donate items that could be used within the setting for loose parts play.

One parent had commented that they had started to see new resources within the setting and this made them even more happy with the service.

Training has been planned for the team in relation to 'Realising the Ambition', 'My World Outdoors' and 'Schemas' which will further support staff to help children receive a high level of stimulation and challenge.

As the resources arrived after the visit to the service we have not been able to observe how staff are using them to support children's learning and development. This recommendation has therefore not been fully met and will be carried forward to the next inspection.

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
15 Dec 2021	Unannounced	Care and support 2 - Weak Environment 3 - Adequate Staffing 2 - Weak Management and leadership 2 - Weak
18 Jul 2018	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
19 Apr 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good
6 May 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 5 - Very good Management and leadership 4 - Good

Date	Type	Gradings	
10 Dec 2014	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	2 - Weak
11 Jun 2014	Unannounced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	2 - Weak
		Management and leadership	2 - Weak
2 Sep 2013	Unannounced	Care and support	2 - Weak
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	Not assessed
25 Jun 2013	Unannounced	Care and support	2 - Weak
		Environment	3 - Adequate
		Staffing	2 - Weak
		Management and leadership	2 - Weak
22 Nov 2012	Unannounced	Care and support	2 - Weak
		Environment	3 - Adequate
		Staffing	2 - Weak
		Management and leadership	3 - Adequate

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Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

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