

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:
9 March 2022

Service provided by:
Saoghal Beag Nursery

Service provider number:
SP2008009757

Service no:
CS2008175182

About the service we inspected

Saoghal Beag Nursery is registered to provide a care service to a maximum of 48 children: six children under two years; 10 children under three years; 32 children three years and over. The Holiday Club and After School children are included in those numbers.

The service is provided by Saoghal Beag Nursery and is run by a board of directors. The service is in partnership with Comhairle nan Eilean Siar to provide commissioned early learning and childcare for children aged between three and five years. Parents have a choice of placing children in Gaelic medium or English medium provision within the setting.

The service operates from Sgoil Uibhist a' Tuath in Bayhead, North Uist where each playroom has direct access to a safely enclosed outdoor play area. When Covid-19 restrictions are not in place, children also access some of the school facilities, such as the gym hall where they can enjoy active play.

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.

How we inspected the service

We compiled this report following an unannounced inspection of the service, which took place on 7 March 2022 between 8.30am and 4.15pm. Two Care Inspectorate inspectors carried out the inspection. The purpose of the visit was to follow up on six requirements and a recommendation made at the last inspection.

Taking the views of people using the service into account

We observed that most of the children present were happy and settled in the nursery. Some were getting to know the staff who did not usually work in their playroom. This helped them to build relationships and feel secure within the setting.

Taking carers' views into account

We emailed a request through the service to parents asking them to provide us with feedback about their family's experience of using the nursery. Eight parents responded to our request and were generally happy about the quality of care and support their children had experienced. Parents spoke positively about the relationships their children had with staff and recognised the recent improvements that had been made to communications from the nursery to them. Their comments included:

"The staff are really good, they clearly do their very best to support both of our children and they very clearly both enjoy being at nursery. However, staffing levels in the nursery have seemed a bit too low at various times."

"My daughter is in the 3-5 English nursery. I am aware that her previous teacher has left - only just aware, nobody has told me who has replaced the previous teacher? I also dislike that the children are segregated at such a young age. I would prefer them to remain in the same class learning Gaelic and English until primary school. My 5 year old only had one other girl her age in her nursery class. Which was such a shame as she had such good friends until she was moved to the 3-5 room."

"I would like to first say that the communication between the nursery and parents has improved since the last inspection. We are getting to see what the children are up to on a day to day basis through the private Facebook page which is lovely knowing they are happy and having fun. Although I do feel like communication could be slightly better as we were never told about when the English 3-5 teacher left her position. I do understand that the nursery was being taken over by the council etc but it would have been nice to be told through the nursery itself instead of out with the nursery."

"Communication has become better in recent weeks with the nursery Facebook page now being used to keep parents up to date and show pictures of the kids daily activities. This is lovely to see. A bit more communication/info regarding school transition would be great."

Communication - "Excellent, I have no issues whatsoever all emails are answered promptly (previously private message on Facebook), calls answered etc. When I had an overlap with the key worker (she worked shorter days than my child attended) she stayed back to meet with me, had worked around her normal hours to accommodate parents' meetings. The nursery do a great job in difficult circumstances like Covid/ Covid sickness etc."

"The children love nursery and it has helped them so much with speech. I really miss not going in but then that's not the nursery's fault. We usually were asked for 'all about me' information at the start of the year, we used to write things maybe not this year. I was a bit annoyed I got a phone call when it was the last day to enrol (my child) in primary school. I thought that would've been automatic and then I got it wrong and it annoys me a wee bit that I didn't receive more support."

"I feel like (my child) has had great support and all the teachers are so kind to her. They send us home things that the kids have made during their day in nursery. I feel like the communications book that (my child) gets in her bag is so so helpful; tells us all about the day she's had. However communication to parents re holidays and nursery closure has been poor."

Great relationships between my child and staff, who provide fun environment inside and outside. Overall, I am happy putting my child into nursery each day knowing he will have an enjoyable day with lovely, caring staff members. My child comes home telling me about the fun things he was doing, and who he was playing with. Although communication is getting better through Facebook, it is still not great."

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

Previous requirements

Requirement 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)

This requirement was made on 10 January 2022.

Action taken on previous requirement

Communication has improved and we looked at plans for how this will continue. For example parents were being surveyed about their future childcare needs. Staff believed communication with parents was improving. However there were few opportunities for them to consult with parents about their child's individual progress.

Parents spoke about the friendly face to face chat, the emails, Facebook updates with photos of children's activities and the nursery's commitment to children's transitions. One parent commented on the boards outside nursery, which displayed information about children's day. Baby room parents particularly liked the daily diary. However parent comments highlighted that improvements to communication had been recent. One parent felt there wasn't enough information when other agencies were involved to ensure there was continuity in support strategies for children between home and nursery. One of the parents who had two children at nursery commented on the inconsistency in information. They did not know how one of their children spent their time in nursery and would have liked more support, for example in reinforcing Gaelic between the setting and home.

We recognise that progress has been made but the requirement has not been met within the given timescale.

This requirement will be reinstated with a new timescale of 1 June 2022.

Not met

Requirement 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)

This requirement was made on 10 January 2022.

Action taken on previous requirement

Children's personal plans had not been monitored by management since our last inspection. We tracked children through observation and personal plan entries and found that information was not recorded consistently to ensure children were appropriately supported. It would be beneficial to provide signposting between different elements of children's personal plans to make sure all staff are aware of children's individual needs. For example strategies to support individual children's language development or behaviour. Parents' preferences should be recorded in children's care or learning plans. For example one parent had made requests regarding their child's transition between rooms which was not fulfilled.

There were no personal plans for children who attended the after school care service. We discussed with staff how older children could be meaningfully involved in the compilation of these. For example through sharing their likes/dislikes and interests within the 'All about me' section. Children's voice should be included in the personal plans for children of all ages so that they feel their perspective is valued and respected by staff.

We acknowledged that staff had been directed to Care Inspectorate guidance on personal plans and the accompanying online module. However there was no way of tracking whether staff had engaged with the content or reflected on how to use the guidance to support better outcomes for children. This could be discussed during formal staff support and supervision sessions when they are reinstated. As part of their quality assurance processes, the management team will also need to monitor children's personal plans for consistency and meaningful content.

This requirement is not met and will be reinstated with a new timescale of 1 June 2022.

Not met

Requirement 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)

This requirement was made on 10 January 2022.

Action taken on previous requirement

The local authority had provided training on child protection. There had been a staged intervention workshop, which gave strategies for staff to use with children they may have concerns about. The workshop included how to record information that could then be shared with other services if this became necessary. Permanent staff confirmed that they had participated in child protection training in mid February and now felt more confident in the expectations of them regarding safeguarding children, including the service whistleblowing policy. Recent changes in the team had meant the service was reliant on relief staff and we found that this training was not made available to relief staff. The induction process did not include an element of child protection, such as sharing the child protection policy. There needed to be a more meaningful induction programme. To support staff further, we signposted the provider and temporary management team to the national induction resource, which will help them develop the induction process to match national standards. The guidance can be found here:

<https://hub.careinspectorate.com/media/3528/early-learning-and-childcare-national-induction-resource.pdf> underpinned by the national induction resource.

Staff had attended training on manual handling to ensure the safety and wellbeing of children requiring assistance with mobility as well as their own personal safety when participating in this task. Staff had also been directed to documents to support their professional development including Covid-19 briefings and strategies to promote children's positive behaviour. For example we spoke with the Area Principal Teacher Learning Support who had held an introductory meeting for staff where she advised on the importance of consistent practice with children. They had introduced social stories as a way of supporting children with challenging behaviour. During our visit we observed that this approach was at an early stage of implementation.

We acknowledged that a training plan had been put in place. Until individual support and supervision and team meetings are reinstated there is no way of tracking whether staff have engaged with professional development activities and reflected on how to use it to support positive outcomes for children. As part of their quality assurance processes, the management team will need to monitor staff training and ensure equity in access so that there is consistency in the ethos and practice within the setting. This would give families confidence in a staff team, who are trained, competent and skilled in providing responsive care for children.

This requirement is not met and will be reinstated with a new timescale of 1 June 2022.

Not met

Requirement 4

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)

This requirement was made on 10 January 2022.

Action taken on previous requirement

We could see that Covid-19 briefings had been distributed to both staff and parents, which ensured there was a shared understanding of how to keep everyone safe and healthy.

The local authority's Covid-19 risk assessment was shared with the service and staff had been asked to read this to ensure compliance. We found that this risk assessment had not been fully adapted and implemented to meet the setting context and ensure a safe environment for children. For example clutter in the corridors and disabled toilet potentially made those areas difficult to clean.

Lunchboxes were stored on a radiator before perishables were decanted, raising the risk of food poisoning. This practice was addressed when we highlighted it. We also acknowledged that all staff were due to participate in food hygiene training, which would help them recognise risks in the storage and preparation of food.

Staff had been asked to complete an online module that would help them understand current infection prevention and control practices during Covid-19. With the ongoing recruitment of staff, management will need to monitor that everyone has participated in core training. For example, one sessional staff intimated that they did not regularly take a lateral flow device (LFD) test. At the time of our visit public health advice was that staff should continue to test twice weekly using a LFD and report those results online. This was to reduce the risk of transmitting Covid-19 and keep everyone safe.

We observed many examples of staff supporting children to wash their hands at appropriate times. In the under threes playroom, liquid soap and paper towels in dispensers were not available at all child and adult sinks. These were sometimes shared between sinks. When paper towels are stacked rather than stored in a dispenser, there can be cross contamination as water seeps through towels. Wipes were used to clean babies hands at lunchtime despite 1:1 staff ratios and the availability of child height sinks. This was a missed opportunity for babies to learn social skills and take responsibility for their own health. In one of the three to five playrooms some staff assumed children could take responsibility for washing their own hands and did not supervise them appropriately. It is important that children understand why it is important to wash their hands and are supported to do so. They should be taught how to wash, rinse and dry their hands correctly from an early age. There are a range of resources available from the NHS Scotland to encourage children with handwashing, thus helping to prevent the spread of infection.

<https://www.nipcm.hps.scot.nhs.uk/resources/hand-hygiene-wash-your-hands-of-them/childrens-pack/>

Staff knew about other mitigations to prevent transmission of Covid-19, such as use of face coverings, physical distancing, and cleaning resources in their playroom. However we observed that the member of staff responsible for cleaning touchpoints had limited understanding of that role. For example a fresh paper cloth was not used across different surfaces and they did not always wear a face covering as they moved through communal areas within the setting. We acknowledged there were plans for the local authority to employ a daily cleaner for that role.

This requirement is not met and will be reinstated with a new timescale of 1 June 2022.

Not met

Requirement 5

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)

This requirement was made on 17 June 2019.

Action taken on previous requirement

We acknowledged that the service was going through a period of transformation with potential plans for a local authority takeover being considered. As a result temporary management arrangements were in place and it had been difficult to address the requirements and recommendation in the short time scale we had given.

The temporary management team had worked hard to improve aspects of the service and they were in the process of implementing a quality assurance system to support improvement. This included the local authority processes such as annual self evaluation, underpinned by national guidance. This needed time to embed into practice, particularly as new staff were still to be recruited. We recognised that 'Realising the Ambition: being me' had been introduced to the setting since our last inspection, such as wall displays but the approach was not evident in the planning for children's experiences or staff involvement in self evaluation.

Most staff had at least one informal chat with the temporary manager but none of the sessional staff had. We stressed that these meetings should be recorded so that the manager could identify where staff needed professional or personal support. Under other requirements of this report we have given examples of the benefits of staff supervision. Constructive feedback can enable staff to develop through reflective practice. Recognising individual staff experience and strengths can also help with appropriate staff deployment to support high quality outcomes for children.

Staff had been made aware of the contingency plans for the nursery and signposted to wellbeing resources within the local authority. Staff told us that they felt things were beginning to settle. Relief staff felt welcomed and believed there was a strong team. However it was clear that staff turn over had contributed to a fragile team that was reliant on temporary cover. The new manager will have to take time building the team and their capacity to meet children's individual needs.

This requirement is not met and will be reinstated with a new timescale of 30 June 2022.

Not met

Requirement 6

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)

This requirement was made on 10 January 2022.

Action taken on previous requirement

We discussed the range of information expected by the Care Inspectorate and the expectation that information is shared within regulatory timescales. At feedback we shared examples of where this had not happened since the last inspection.

The local authority now has access to the service eForms system and can support a better understanding of provider responsibilities for the setting. For example the service Annual Return had been submitted by the time of writing this report. This will help make sure children and families experience consistently positive outcomes.

This requirement is not met and will be reinstated with a new timescale of 1 June 2022.

Not met

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

Previous recommendations

Recommendation 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)

This recommendation was made on 10 January 2022.

Action taken on previous recommendation

Parents commented that they appreciated children had access to outdoor play. We looked at photographs of children's outdoor activities in the local community, which gave children a sense of place and potential learning experiences.

We observed that children continued to have opportunities for outdoor play during their nursery session but free flow access was limited, sometimes because of staffing availability. Allowing children the independence to decide when they play outside helps extend their curiosity and build their resilience. Children in the under threes playroom all went outside together as a group rather than by individual choice or to follow their play intentions. Access for them was via the cupboard exit rather than the doors which led directly from the playroom to the garden area.

We felt that staff did not fully understand the meaning of 'spontaneous' outdoor play and would benefit from training around good practice such as: 'My world outdoors', 'Space to grow', and 'A quality framework for daycare of children, childminding and school-aged childcare'. All of these documents can be found in the HUB area of our website. <https://hub.careinspectorate.com/>

The new manager will be able to better evidence children's outdoor experiences through monitoring the frequency of children's access to outdoor play, and the quality of children's play.

The recommendation is not fully met and will be repeated.

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
10 Nov 2021	Unannounced	Care and support 2 - Weak Environment 3 - Adequate Staffing 2 - Weak Management and leadership 2 - Weak
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

Date	Type	Gradings	
10 Nov 2010	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed

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