

Culbokie Primary School Nursery Day Care of Children

Culbokie Primary School
Culbokie
Dingwall
IV7 8JH

Telephone: 01349 877 900

Type of inspection:
Unannounced

Completed on:
31 March 2022

Service provided by:
Highland Council

Service provider number:
SP2003001693

Service no:
CS2007145089

About the service

Culbokie Primary school Nursery was registered with the Care Inspectorate on 1 April 2011 and is registered to provide a day care of children service to a maximum of 24 children aged three years to those not yet of an age to attend primary school. The nursery provides a day care service Monday to Friday 8:00am until 16:00pm, term time only.

Culbokie Primary School Nursery is situated within the main school building in the village of Culbokie in the Ross and Cromarty area. The school and nursery have recently had a new headteacher appointed in February 2022 to oversee the management, supervision and day to day running of the service.

What people told us

During the inspection we asked the manager to invite parents to provide feedback on their experiences of the service. Five parents responded to us by telephone. From the feedback provided, we found parents were generally happy with staff's support of their child/ren. Despite the challenge of Covid-19 restrictions, parents told us they felt the communication systems in place kept them well informed for example, Google Classroom and the recent addition of a comments box at the outside drop off point.

Comments from children included:

"I made a doughnut."

"I like the bricks in nursery."

"I have strawberries for lunch."

Self assessment

A self-assessment was not requested before this inspection.

From this inspection we graded this service as:

| | |
|--------------------------------------|--------------------|
| Quality of care and support | 1 - Unsatisfactory |
| Quality of environment | 2 - Weak |
| Quality of staffing | 1 - Unsatisfactory |
| Quality of management and leadership | 1 - Unsatisfactory |

Quality of care and support

Findings from the inspection

From the evidence gathered, we evaluated this quality theme as unsatisfactory. There were major weaknesses in critical aspects of practice which required immediate remedial action to ensure the health, welfare, and safety of children.

Children did not consistently experience kind, caring and nurturing interactions through the course of their day. The tone and manner of some staff interactions with children was negative and dismissive. Child-initiated interactions were ignored by staff on several occasions. As a result, children were not supported by staff to feel valued or nurtured. We have made a requirement under staffing (**see requirement 2 under Quality of Staffing**).

Staff did not have the necessary information to effectively meet children's care needs. Children's personal plans and chronologies did not support consistency of care. This was due to gaps in information and staff's lack of understanding of how to support children's health and wellbeing. As a result, children's individual needs were often not being met (**see requirement 1**).

There were very limited opportunities for children to have fun and actively lead their play and learning experiences. Children's play was regularly interrupted by staff while they were asked to take part in adult led activities, some of which were not always developmentally appropriate. Staff questioning was fast paced and not always relevant to the child's stage of development or their chosen play experience. This meant children were not supported to progress and achieve their potential (**see recommendation 1**).

The storage of medication required to support children's medical care needs was not managed effectively. Children's medication records were poorly organised. As a result, it was difficult to find the information about children's current medical needs. There were no systems in place to audit the procedures around the administration of medication. This meant there was a potential for inconsistency of care and this could put children at risk of harm (**see requirement 2**).

Effective infection control measures were not always implemented by staff. Children were not supported to wash their hands and as a result did not use soap to effectively clean their hands. This had the potential to increase the spread of infection (**see recommendation 2**).

Mealtimes were disorganised and not well planned which resulted in some children becoming distressed. Most staff were task driven and did not effectively support children who required additional assistance during this time. There were very limited opportunities to promote children's independence, social and communication skills. As a result, children did not benefit from a caring and positive social mealtime experience (**see recommendation 3**).

Requirements

Number of requirements: 2

1. By 16 May 2022, the provider must ensure that children's health and wellbeing needs are consistently and safely met. At a minimum, the provider must ensure that:

- a) Every child has a comprehensive and up-to-date personal plan that outlines how staff should meet their health and wellbeing needs. Personal plans are reviewed in consultation with parents, to reflect children's current needs.
- b) All staff are familiar with each child's individual health and wellbeing needs and that tailored care and support is provided to meet those needs.

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

'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

In order to comply with Regulation 4(1)(a) and Regulation 5 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI 2011/210).

2. By 16 May 2022, the provider must ensure children's medical needs are met and children are safe. The provider, manager and staff must ensure that medication is safely managed and is in line with best practice guidance. At a minimum, the provider must ensure that:

- a) Accurate and up to date records are maintained of all medications on the premises for the children's use.
- b) For all children requiring medications, all necessary information is recorded and is available to staff upon the child's admission to the service or when the condition first becomes known.
- c) Medication is stored appropriately.

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

'Any treatment or intervention that I experience is safe and effective.' (HSCS 1.24); and

In order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, No 210: 4(1)(a) - Requirements to make proper provision for the health and welfare of service users.

Recommendations

Number of recommendations: 3

1. To support children to receive high quality play, learning and development opportunities, the provider and manager should ensure staff are responsive to children's individual interests and needs. This should include, but not limited to:

- Providing high quality experiences that reflect personal preferences and children's choice.

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

'As a child, I can direct my own play and activities in the way I choose, and freely access a wide range of experiences and resources for my age and stage, which stimulate my natural curiosity, learning and creativity.' (HSCS 2.27).

2. To support children's health and wellbeing, the provider, manager and staff should review current infection control procedures. This should include but is not limited to:

- Staff supervision of children's hand washing.

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

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

3. To support children's wellbeing, the provider, manager and staff should review and improve the mealtime experiences. This should include, but not limited to:

- Promoting opportunities for developing children's independence and language skills.
- Reviewing staff deployment and practice to support children during snack and mealtimes.

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

'I can enjoy unhurried snack and mealtimes in as relaxed an atmosphere as possible.' (HSCS 1.35).

Grade: 1 - unsatisfactory

Quality of environment

Findings from the inspection

From the evidence gathered, we evaluated this quality theme as weak. Strengths were identified but these were outweighed or compromised by significant weaknesses. The weaknesses, either individually or when added together, substantially affected children's experiences or outcomes.

Children did not have access to a breadth and balance of resources to engage their curiosity. Some resources were of poor quality and poorly maintained, for example the sofa within the nurture room was stained and ripped. The outdoor area provided some limited opportunities for children to engage with loose parts play resources, however there was a strong reliance on plastic resources within the playroom. This reduced opportunities for children to be creative and use their imagination and develop problem solving skills (**see recommendation 1**).

Children's choice to access outdoor play was restricted at times. Staff did not always demonstrate an understanding, recognise or respond appropriately to children when they wanted opportunities to engage in energetic, outdoor play. Current best practice was not being used to support the planning and delivery of high-quality play experiences both indoors and outdoors. Children's right to choose their play experiences was negatively impacted.

Infection prevention control and best practice guidance was not consistently being followed by staff. We observed role play clothes hanging up within a staff toilet area which had the potential to expose children to infection.

Staff did not demonstrate an understanding of their role in promoting a safe environment. Children were able to freely enter an unlocked resource cupboard unsupervised, which had staff belongings within easy reach. Staff toilet areas which should have been locked were left open. Children were put at risk as they had access to areas deemed hazardous within the nursery (**see requirement 1**).

The playroom was not warm and welcoming and did not support a homely and comfortable environment for children. They did not have access to any cosy spaces to give opportunities for quiet or rest time. The nurture room area was sparse and poorly furnished, which gave a neglected and functional feel to this area. As a result children were unable to rest and relax in a nurturing, comfortable and homely environment (**see recommendation 2**).

Requirements

Number of requirements: 1

1. By 4 April 2022, the provider must ensure that children receive care in an appropriate and safe environment. At a minimum, the provider must ensure that:

- a) Effective systems are in place to ensure the environment is a safe place for children; and
- b) Staff are confident in identifying and addressing risks.

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

'My environment is safe and secure.' (HSCS 5.17) and;

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).

Recommendations

Number of recommendations: 2

1. To ensure all children can access well-resourced play areas and experiences which support and extend children's learning, the provider, manager and staff should review the play and learning resources available to children. This should include, but is not limited to:

- Children's access to loose parts, natural and open-ended play resources.

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

'As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity.' (HSCS 2.27).

2. To enable all children to access a warm and welcoming environment, the provider, manager and staff should review and develop the environment to make it more interesting, nurturing and homely. This should include, but is not limited to:

- Creating a comfortable area with soft furnishings where children can rest and relax.

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

'My environment is relaxed, welcoming, peaceful and free from avoidable and intrusive noise and smells.' (HSCS 5.18).

Grade: 2 - weak

Quality of staffing

Findings from the inspection

From the evidence gathered, we evaluated this quality theme as unsatisfactory. There were major weaknesses in critical aspects of practice which required immediate remedial action to ensure the health, welfare, and safety of children.

Staff did not demonstrate basic knowledge and skills to safeguard and protect children in their care. There was a lack of consistency, accountability or responsibility of their role in keeping children safe. Poor communication between staff, including during transition times, resulted in staff being unaware of the number of children in their care. For example, they were unaware of how many children they were caring for at the beginning of the session, and how many of the children were moving from the dining room back to the nursery after lunch. Systems were not in place to ensure staff were accountable and responsible for their actions in keeping children safe. This put children at risk and had the potential for them to be unaccounted for. We directed the provider to the SIMOA campaign available on the Care Inspectorate website (**see requirement 1**).

Children experienced interactions which lacked kindness and compassion. Staff's tone and manner was not always warm and nurturing to contribute positively to children's emotional wellbeing. Children's care and learning experiences were not always delivered sensitively to meet individual children's needs. They sometimes responded negatively to children's verbal and non-verbal communication. As a result children were not always respected or valued (**see requirement 2**).

Staff lacked an understanding of the potential impact that adverse childhood experiences could have on outcomes for children. They demonstrated a limited knowledge and understanding of the SHANARRI wellbeing indicators (from the GIRFEC approach and say that children should be safe, healthy, achieving, nurtured, active, respected, responsible and included) to support children's resilience or meet individual children's needs. Staff were not implementing effective planning or support strategies. Staff did not demonstrate the right skills, knowledge, and experience necessary to keep children safe and to meet their health, welfare, and developmental needs. There were no opportunities for staff to reflect on their practice with management through regular support and supervision, or with the wider team. As a result, children were not enabled to reach their full potential (**see requirement 2**).

Requirements

Number of requirements: 2

1. By 13 June 2022, the provider must ensure that all staff understand their roles and responsibilities and have the knowledge and skills necessary to keep children safe. At a minimum, the provider must ensure that:

- a) Staff are familiar with and uphold the Scottish Social Services Council (SSSC) codes of conduct for social care workers.
- b) Staff understand and comply with the roles and responsibilities of their contracted post.
- c) Staff understand and follow the policies and procedures set out for the service.
- d) Opportunities are identified for staff to reflect on their learning and practice.

This is to ensure that care and support is consistent with the 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); and

In order to comply with Regulation 9(2)(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

2. By 13 June 2022, the provider must demonstrate that all staff employed by the service have the right skills, knowledge, and experience necessary to keep children safe, to meet their health, welfare, and developmental needs. At a minimum, the provider must ensure:

- a) Undertaking an audit of the current skills, knowledge, and experience of staff members. Information obtained from the audit must be used to address any gaps in the skills, knowledge and experience of staff members and be used to deploy staff effectively to meet the individual care, play and learning needs of children.
- b) Training members of staff in the areas of nurture, adverse childhood experiences and child development to ensure that the health, welfare and safety needs of children are supported effectively.
- c) Devising and delivering a comprehensive programme of continuous professional development for staff to enhance their current skills and reduce any knowledge shortfalls.
- d) Regular opportunities are identified where staff have regular and effective support and supervision from management and are supported to reflect on practice.

This is to ensure that care and support is consistent with the 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); and

In order to comply with Regulation 9(2)(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

Recommendations

Number of recommendations: 0

Grade: 1 - unsatisfactory

Quality of management and leadership

Findings from the inspection

From the evidence gathered, we evaluated this quality theme as unsatisfactory. There were major weaknesses in critical aspects of practice which required immediate remedial action to ensure the health, welfare, and safety of children.

The recently appointed manager had begun to identify some of the areas of concern discussed. She welcomed the inspection to help assist her to implement change and to address the significant areas of concern identified throughout this inspection.

There were no effective quality assurance systems in place, which led to serious issues of poor practice not being identified or addressed. Informal monitoring of practice and formal, recorded team meetings had begun to take place under the new manager; however, actions and areas for improvement, detailed from these meetings, needed clearer timeframes to ensure accountability. As a result we were unable to see a positive impact on outcomes for children (**see requirement 1**).

There had been a significant lack of leadership in the setting over a considerable period of time. Staff had not been supported by management to reflect on their practice to identify areas for improvement and training needs. The management team failed to motivate staff and staff were not sufficiently challenged to raise standards. This resulted in poor outcomes for children and safety issues not being adequately addressed.

Effective procedures had not been put in place to safeguard children when the provider and manager became aware of a serious practice issue. The manager and provider must ensure that concerns are investigated and acted upon in an appropriate timescale and manner to protect children from harm (**see requirement 2**).

Requirements

Number of requirements: 2

1. By 13 June 2022, to improve outcomes for children and ensure they are safe, the provider must develop and implement an effective system of quality assurance to monitor and improve all areas of practice. At a minimum, the provider must:

- a) Ensure that there is appropriate and effective leadership of the care service.
- b) Put clear and effective plans in place for maintaining and improving the service including the use of effective self-evaluation processes, and quality assurance systems.
- c) Implement effective action planning to address areas of required improvements within identified timescales.

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

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

In order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210 - Regulation 3 Principles and Regulation 15 (a) and (b) Staffing.

2. By 13 June 2022, the provider must ensure effective procedures are put in place to safeguard children when serious practice concerns are identified. At a minimum, the provider must:

- a) Address significant, serious concerns and act in an appropriate manner.

- b) Identify clear and transparent timescales for action.
- c) Document, review and monitor any actions taken.

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

'I use a service and organisation that are well led and managed' (HSCS 4.23);

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

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

Recommendations

Number of recommendations: 0

Grade: 1 - unsatisfactory

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 |
|-------------|--------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| 31 Aug 2018 | Unannounced | Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good |
| 30 Nov 2015 | Unannounced | Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 4 - Good |
| 19 Nov 2012 | Unannounced | Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good |
| 24 Nov 2009 | Unannounced | Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good |
| 26 Nov 2008 | Announced (short notice) | Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate |

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Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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