

Gleniffer Nursery Day Care of Children

Floors Street
Johnstone
PA5 8PD

Telephone: 01505 342 053

Type of inspection:
Unannounced

Completed on:
2 May 2022

Service provided by:
Gleniffer Nursery Limited

Service provider number:
SP2003001056

Service no:
CS2003005000

About the service

Gleniffer Nursery is registered to provide care to 45 children aged from birth to those not yet attending primary school and 10 children attending primary school.

The nursery is a private organisation who work in partnership with Renfrewshire Council to provide early learning and childcare to eligible children.

Care is provided from a single storey property within a residential area of Johnstone, Renfrewshire. The nursery is close to shops, transport links and other local amenities.

Children are accommodated within two playrooms, separated by their age and stage of development. Secure garden spaces to the front and rear of the property are also accessible for all age groups to use.

This was an unannounced inspection, which took place on 26 April 2022. Feedback was provided on 3 May 2022. Two inspectors carried out the inspection. To prepare for the inspection we reviewed information about the service. This included, previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered through the inspection year. To inform our evaluations we:

- Spoke with children using the service and 15 of their family members
- Spoke with staff and management
- Observed practice
- Reviewed documents.

What people told us

We mainly observed children and babies during the visit to be settled and comfortable in the staff care. Children told us they had fun at nursery and liked playing outside in addition to the water play and sandpit, blocks, stickle bricks, and the dinosaurs with different shapes of eyes. Children commented that the staff were nice, took care of them and talked to them all day.

We received feedback from 14 parents through electronic questionnaires and one parent by telephone. Parents felt that the staff knew their children well. In addition, parents were kept up to date on their child's progress through the Seesaw app, parent evenings, and handovers. Most parents felt that the nursery had staff that were well trained and that there was enough staff to support child/adult ratios appropriately. However, parents' also said that the nursery could do with a more experienced staff team. While enough staff were in place, keeping them for longer than a few months would be good as their child always gets a new key worker. Most of the parents' views were consistent with our findings.

Self assessment

We did not ask the service to submit a self assessment in advance of this inspection. Issues relating to quality assurance, acting on feedback from people using the service and the quality of the services improvement plan were considered as part of this inspection.

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 this key question as adequate, where strengths only just outweighed weaknesses.

Most children were happy, settled, and relaxed. Staff offered comfort, cuddles, and reassurance, which supported young children to feel safe and secure. In addition, the staff team used some human rights-based approaches in their interactions with children. An example was respecting children's choices when they did not want to sleep and wanted to continue in their play.

The service mostly respected the views of parents recorded in their child's care plan. For example, staff were supporting individual children at sleep and mealtimes. However, other children's care plans detailed what toys they were interested in, which were not offered during the inspection, resulting in children moving from one area to another without engaging in meaningful play experiences. The manager should consider monitoring childcare practices to ensure that staff respect and respond to all children's care needs.

The service recently developed care plans for children in line with current legislation. We asked parents how the nursery involves them in their child's care. Feedback told us that general chats happen at handovers, through regular updates in emails, information recorded in the Seesaw app and during parent evenings. However, while children had care plans, there were significant gaps, including records that were not dated and signed by parents and children's next steps in care and development were not consistently planned for or carried through. The manager would benefit from having an audit to monitor children's progress and information recorded. We recommended reviewing and updating children's care plans at the last inspection, which the service did not meet. (See requirement 1 under quality of management and leadership).

Plans for children that require additional support were in place. However, the support plans did not record how the service planned to meet individual children's outcomes. In addition, the staff did not update support plans for some time, and some key dates and signatures were missing. The manager would benefit from having an audit to monitor children's progress and information recorded. (See requirement 1 under quality of management and leadership).

The service had recently updated the administration of medication sheets. Medication was stored safely in a lidded box but was not labelled clearly.

In addition, there were some gaps in the information required in the forms as advised within the safe administration of medication guidance. The manager would benefit from having an audit to monitor medication procedures to maintain children's safety. (See requirement 1 under quality of management and leadership).

Staff provided children with a healthy snack and home-cooked meal. However, we found that the lunchtime experience was not a relaxing or safe atmosphere. Therefore, we asked the manager and staff to review the children's dining experience to be unhurried and well organised, support children's welfare and safety and develop closer relationships with their peers and staff. During the inspection process, the manager sent videos of some improvements made in this area.

We were not satisfied that the service had the appropriate infection, prevention, and control procedures to support a safe environment for children. As a result, staff could not undertake effective cleaning regimes to reduce the spread of infection in cluttered areas. During the inspection process, the manager sent videos of some improvements made in this area. The manager would benefit from having an audit to monitor the infection, prevention, and control procedures to maintain children's safety. We recommended that the service have robust monitoring systems to ensure consistent practice to keep children safe and reduce the risk of infection at the last inspection, which the service did not meet. (See requirement 1 under quality of management and leadership).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of environment

Findings from the inspection

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

The service had a secure entry system with a small peephole. However, we noted that it was not always visible to who was at the door. The manager told us that the service would reinstate a ring doorbell supporting children and staff safety. Parents felt that the nursery was a safe environment for their children. Parent comments include the doors were closed normally, the nursery was safe for their child, and they trusted the nursery staff with their child. After drop off at nursery in the morning, they were at ease that their child was safe and confident the staff team met their needs.

However, we saw that the main entrance remained open during the inspection while staff went to the playrooms to collect children, and one parent entered a playroom without being challenged. As a result, we have asked the service to revisit the policy and procedures at handovers, including the role and responsibilities of staff to maintain consistency and a safe environment.

The layout of the playrooms allowed appropriate space for children to explore. However, the babies would benefit from staff introducing more cosy areas. In addition, we spoke to the manager about the high number of adults walking through the baby room to access other nursery areas. The manager agreed to look at this to support babies from being unnecessary interrupted.

Feedback received from parents told us that they felt the nursery has enough toys, games, and activities. Parent comments include lots of various outdoor toys. However, unsure inside the classrooms. They would like more videos on the Seesaw app of fun and learning involved and updated more on their child's literacy and numeracy development. The manager and the staff team will review the information discussed, sharing this with families using the service.

Playrooms had resources and toys that children and babies could choose from, suitable for their age and development. However, these were limited, and many outdoor toys and equipment were unclean and worn. During the inspection, children played indoors for most of the day, with the older children accessing the garden in the late afternoon. The play was mainly child-led. We suggest staff visit other early learning and childcare establishments supporting them further in providing high-quality play and learning experiences. That offers creativity and supports children's imagination and critical thinking skills through sensory-rich, natural resources and open-ended questioning.

Recent evidence shows that staff were beginning to use practical observation sheets that record what type of play the child was involved in, how their play and learning supports them and the revealed key learning in the observation. In addition, all parents confirmed that staff shared their child's play and learning through the Seesaw app and during parent evenings. However, we found gaps and no recording of learning opportunities for some children.

Staff told us that they take the babies out for a walk most afternoons within the community. However, this did not happen on the day of the inspection. The manager provided evidence of some community activities, including children taking part in health week at the local park, litter picking and fundraising. All of which supported children being outdoors in the fresh air, increased children's curiosity, health, and fitness, and helped them care for others.

Records of accidents and incidents were recorded and shared with the child's parent. The manager would benefit from an audit to identify common or reoccurring concerns, including actions to the environment, resources and individual children, to identify any common patterns and the appropriate action needed. (See requirement 1 under quality of management and leadership).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

The staff warmly welcomed the children, sharing relevant information supporting their care and wellbeing at handovers. One parent commented that the ladies were good at explaining what their child did daily through a verbal conversation at pick up time. If requested, the parent was sure the staff would have a more formal discussion about their child's care.

Staff were consistent within each playroom, which supported children's emotional wellbeing. It was a newly formed team with most staff recently qualified or learning. Communication was good between staff supporting the needs of the service and each other. However, we observed when trainees were left alone with children. For example, when answering the main door and changing children's nappies. The manager should further consider the role and responsibilities of staff to maintain a safe environment.

An induction programme was in place for staff. The manager explained the staffing structure, where the fire exits were and stored first aid kits and who the child protection coordinator was. In addition, staff were given a handbook with policies and procedures to read. Information on whistleblowing. The roles and responsibilities of staff and knowledge to support children who required additional support and those who had allergies. We suggest that the manager use the national induction resource to enable a more robust induction and support reflective practice across the team, which they can find on the Care Inspectorate website. <https://hub.careinspectorate.com/media/3528/early-learning-and-childcare-national-induction-resource.pdf>

Staff welcomed inspectors during the inspection process and answered any queries. Staff told us that they felt supported and appreciated in their work by the manager. Parent comments include that they have felt supported since their child attended, mainly due to the manager. The manager always lets them know who has what qualifications on the Seesaw app, and it is reassuring to know and be kept in the loop. Staff completed a one-one appraisal during the inspection process, which included how staff felt, what areas of their work they had strengths in and what they could improve. In addition, the manager gave feedback supporting their ongoing learning, training needs and areas to improve.

Most staff had undertaken core training, including first aid, child protection and food hygiene, and some staff had trained in forest schools, in-house floor books and understanding of children's health. In addition, the evidence shows that some staff have evaluated their learning using closed questioning. We suggest that all staff consider how training has benefited the children they work with and their childcare practice. The manager would benefit from having an audit to monitor what training staff have or have not undertaken and what evaluation of learning has had on their childcare practice and outcomes for children. We recommended that the service implement robust monitoring systems to evaluate the effectiveness and impact of any training at the last inspection, which the service did not meet. (See requirement 1 under quality of management and leadership).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

The manager was new to the post. They developed a management structure and had plans to employ another lead practitioner. Shared leadership opportunities were promoted, further supporting staff responsibilities and own learning, improving quality experiences and outcomes for children and their families. As the champion roles were new, the service could not measure the quality of impact this was having on outcomes for children. We will look at this area on our next inspection.

The manager had implemented an improvement plan to ensure that the service records the main priorities and actions taken to support the service improvement journey. The improvement plan includes embedding the new monitoring systems and focusing on new management and leadership roles. One staff member told us they knew the four main priorities previously identified. The manager discussed these areas at staff meetings; they felt consulted and included in supporting improvements and played a role in developing these. However, another staff member commented that they understand the improvement plan but do not feel very well consulted in the development or changes made.

The manager had written policies to support children's health, welfare, and safety in their care, including child protection, infection prevention and control, settling, safe recruitment, complaints, and medication. However, the service should consistently embed the procedures to ensure children receive high-quality care.

On reviewing the services recruitment procedures, we found that most staff had registered as practitioners with the regulatory body, the Scottish Social Service Council (SSSC), within the correct timescales. In addition, some staff and the manager were working towards a relevant childcare qualification as part of their (SSSC) registration requirements. However, we noted that not all staff were registered members of the Protecting Vulnerable Groups (PVG) scheme or had the appropriate number of references before employment commenced. The manager was aware and had some safety measures, such as supervision. We asked the manager to provide the Care Inspectorate with a risk assessment for the individual staff and update their references and scheme record. The manager would benefit from an audit of this area to ensure children receive care and support by appropriately and safely recruiting people. We recommended reviewing safe recruitment procedures at the last inspection, which the service did not meet. (See requirement 1).

A self-evaluation document was in place and shared with the local authority. It details how the service was doing, how they knew and what they would do now. In addition, there was evidence of a monitoring and leadership framework in place. The manager has recently included How Good is Our Early Learning and Childcare as an audit tool, further supporting them and staff to measure what is working well and the needed improvements, including who would be responsible. However, the audit tool was mainly incomplete. The manager would benefit from undertaking small change tests to support sustained improvement further. Strengthen staff knowledge and awareness, build on staff confidence, and effectively support them in providing high-quality care for children.

Since the last inspection, there were some signs of quality assurance systems, including staff meetings that supported the planned items, actions required and responsibilities of staff, timescales, and results. However, we noted that the manager did not consistently record or act on the information provided. The manager should implement regular audits across the service highlighted within the monitoring calendar to positively impact children's outcomes to ensure their health, welfare and safety. (See requirement 1).

Requirements

Number of requirements: 1

1. By 30 June 2022, the provider must have robust monitoring procedures for the management team to audit the effectiveness and impact on children's play, learning and development. Health, safety and welfare.

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

- a) ensure care plans are reviewed and updated in line with current legislation to support children's health, welfare and safety.
- b) ensure children's support plans are reviewed and updated regularly to monitor progress and changes, and consider how the support plan meets children's needs and allows them to achieve individual outcomes.
- c) ensure medication systems reflect current guidance and best practice to support and maintain children's health, welfare and safety.
- d) ensure infection, prevention, and control reflects current guidance and best practice to support and maintain children's health, welfare and safety.
- e) ensure evaluations of accidents and incidents support and maintain children's health, welfare and safety.
- f) ensure that staff supervision and continuous professional development (CPD) procedures are in place to support staff when selecting training based on their work undertaken with children and evaluate the effectiveness and impact of training on childcare practice.
- g) ensure recruitment processes reflect current guidance and best practice to support and maintain children's health, welfare and safety.

This is to comply with Regulation 4(1)(a) and (d) (Welfare of users), 5(b)(ii)(iii) (Personal plans) and 15(a) (Staffing) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states 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). 'My care and support meets my needs and is right for me' (HSCS 1.19). 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11). 'I use a service and organisation that are well led and managed' (HSCS 4.23). 'I am confident that people who support and care for me have been appropriately and safely recruited' (HSCS 4.24).

Recommendations

Number of recommendations: 0

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

Recommendation 1

Personal plans should be completed for all children registered to attend the service within 28 days, detailing how staff will meet the child's health, welfare and safety needs. Plans should be reviewed every six months or sooner if required.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states 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 5 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This recommendation was made on 5 November 2021.

Action taken on previous recommendation

The service has care plans for all children registered to attend the service within 28 days of them starting. However, these did not detail how staff would meet children's health, welfare and safety needs. In addition, the staff did not review or update the care plans within the regulatory period. The manager would benefit by having an audit to monitor and measure children's progress. (See requirement 1 under quality of management and leadership).

This recommendation is not met and therefore has now been made a requirement.

Recommendation 2

A robust monitoring system should be planned and implemented to ensure consistency in practice that will keep children safe and reduce the risk of infection.

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

'The premises have been adapted, equipped and furnished to meet my needs and wishes' (HSCS 5.16).

This recommendation was made on 5 November 2021.

Action taken on previous recommendation

The service did not have robust monitoring/audit systems to ensure consistency in practice to keep children safe and reduce the risk of infection.

The manager should implement regular audits across the service highlighted within the monitoring calendar to positively impact children's health, welfare, and safety needs. (See requirement 1 under quality of management and leadership).

This recommendation is not met and therefore has now been made a requirement.

Recommendation 3

Appropriate training should be planned to support staff to extend their learning to support positive outcomes for all children. Robust monitoring procedures should be planned and implemented to evaluate the effectiveness and impact of any training.

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

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

This recommendation was made on 5 November 2021.

Action taken on previous recommendation

Most staff had undertaken core training. In addition, the evidence shows that some staff have evaluated learning undertaken using closed questioning. The manager would benefit from having an audit to monitor what training staff have or have not undertaken and what evaluation of learning has had on their childcare practice and outcomes for children. (See requirement 1 under quality of management and leadership).

This recommendation is not met and therefore has now been made a requirement.

Recommendation 4

Recruitment of staff should be reviewed and monitored in line with best practice guidance 'Better Recruitment for Safer Recruitment':

1. References should be obtained prior to staff commencing employment with the service to ascertain their suitability for the role.
2. PVG checks should be carried out and confirmed prior to staff commencing employment in order to keep children safe.
3. Staff files should be reviewed and any outstanding recruitment checks should be carried out.

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

'I am confident that people who support and care for me have been appropriately and safely recruited' (HSCS 4.25).

This recommendation was made on 5 November 2021.

Action taken on previous recommendation

In reviewing the services recruitment procedures, we found that most staff had registered as practitioners with the regulatory body, the Scottish Social Service Council (SSSC), within the correct timescales. However, we noted that not all staff were registered members of the protecting vulnerable groups (PVG) scheme or had the appropriate number of references before employment commenced. The manager would benefit from an audit of this area to ensure children receive care and support by appropriately and safely recruiting people. (See requirement 1 under quality of management and leadership).

This recommendation is not met and therefore has now been made a requirement.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
13 Nov 2019	Re-grade	Care and support Environment Staffing Management and leadership
		Not assessed 2 - Weak Not assessed 2 - Weak
15 May 2019	Unannounced	Care and support Environment Staffing Management and leadership
		3 - Adequate 4 - Good 3 - Adequate 4 - Good
24 May 2018	Unannounced	Care and support Environment Staffing Management and leadership
		4 - Good 4 - Good 3 - Adequate 3 - Adequate

Date	Type	Gradings	
13 Jun 2017	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
29 Nov 2016	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
21 Dec 2016	Re-grade	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
13 Jun 2016	Unannounced	Care and support	2 - Weak
		Environment	4 - Good
		Staffing	2 - Weak
		Management and leadership	2 - Weak
27 Aug 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	2 - Weak
7 Aug 2014	Unannounced	Care and support	4 - Good
		Environment	2 - Weak
		Staffing	4 - Good
		Management and leadership	4 - Good
19 Aug 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
20 Aug 2012	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good

Date	Type	Gradings	
28 Jun 2012	Re-grade	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed 2 - Weak
28 Jul 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed Not assessed
4 Jun 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
9 Nov 2009	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 2 - Weak 3 - Adequate
25 Feb 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 3 - Adequate 3 - Adequate

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