

Poppyview Family Centre Day Care of Children

Ajax Way
Methil
Leven
KY8 3RS

Telephone: 01333 421 616

Type of inspection:
Unannounced

Completed on:
29 March 2022

Service provided by:
Poppyview Family Centre (SCIO)

Service provider number:
SP2013012232

Service no:
CS2013322976

About the service

Poppyview Family Centre is a day care of children service situated in an industrial area in Lower Methil, Fife. The service is set within a purpose-built building with five playrooms, all with access to the large, enclosed garden. There is also a dining room and office space. The service provides care for up to 126 children up to the age of 14 years old. The out of school facility had recently restarted after being closed due to the pandemic.

This was an unannounced inspection which took place on Thursday 24 March 2022 between 10:00 and 17:30. Three inspectors carried out this inspection and carried out telephone discussions and email exchanges with families and the manager. We provided feedback using Teams technology on Tuesday 29 March 2022.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year. To inform our evaluation we:

- spoke with children in the service
- spoke with one parent on the telephone and reviewed emails from four families
- spoke with staff and management
- observed practice and interactions with children
- reviewed documents.

What people told us

We spoke with children during our visit and observed their play and learning both indoors and outdoors. Some children were comfortable in approaching and speaking with us. They enjoyed showing us areas in the nursery where they played. Older children in the out of school club told us:

"We like to have soup for our snack and we sometimes will get treats"

"Look at my drawing, there's lots of things to use".

We received the views of four families over email and spoke with one parent/carer on the telephone. We carefully considered all comments. There were mixed responses of satisfaction with the care provided. Some were positive and some raised concerns which have been discussed with the manager. We shared a summary of parents' comments with the manager to contribute to the service development plan. Below are some comments which represent parents' views:

"I have seen an increase in email communications during Covid-19 which has been positive."

"I would love to see more development and updates on the learning journal."

"Generally, a good service."

"Would like to know more about what my child is involved at in nursery."

"The staff all seem lovely although I don't know any of their names."

"The rooms look a bit bare and don't really contain a lot of toys. The level of communication is also quite frustrating."

"Communication is very sporadic. No regular updates, very little pictures. Limited information at handover, I would like to know more as I don't regularly collect my child."

"The staff are friendly, and they provide a lot of activities for my child and my child is happy."

Self assessment

A self assessment was not requested for this inspection.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

We evaluated this theme as weak. Whilst we identified some strengths, these were compromised by significant weaknesses. As these weaknesses concerned the welfare and safety of children, we made several requirements for improvement.

Some of the strengths we identified included some warm interactions between staff and children. Children were offered comfort and cuddles when required and this supported their emotional wellbeing. For example when children were waking up from a nap they were comforted until they were ready to join in with play.

Staff responded appropriately to early communication attempts by children, this meant children felt nurtured. However at times staff did not use children's names when speaking to them, using terms of endearment and we observed a member of staff referring to a child by a name that wasn't their own. We were concerned that this was because staff did not always know children as well as they should. We discussed this with the manager. We suggested staff interactions with children should be monitored regularly, to ensure children are respected and recognised as individuals at all times.

Personal plans were in place for some children, however this was not consistent for all children. Some children did not have a personal plan in place and for some children in the preschool room, there was a lack of current information in their plan. This resulted in some children not having their needs fully met, as staff did not have access to important information. We asked the manager to ensure that regularly updated personal plans are in place for all children, and to make sure all staff understand the individual needs of children in their care. This will support staff to meet children's needs, wishes and choices effectively. (See requirement one).

Improvements were needed to fully protect children's health and wellbeing. Although medication was stored appropriately, staff did not have the necessary information to effectively support all children's medical needs. We asked the provider to review relevant procedures and records to ensure that all children receive the right response to their medical needs. (See requirement one)

Children enjoyed eating snack outside and were supported during snack and mealtimes by staff who had a clear procedure for meeting individual dietary and allergy requirements. However, improvements were required in the preschool room to ensure all children experience a relaxed and unhurried mealtime. For example, staff did not consider children's individual pace during lunch. This meant that some children were waiting for lengthy periods of time and others were hurried unnecessarily. While some children were encouraged to wash their dishes after snack most children lacked opportunities to be involved in the preparation and serving of food. We asked the service to consider best practice guidance to enhance these important experiences. This will support children to enjoy mealtimes, develop their life skills and be responsible.

We identified significant concerns with child protection procedures. The staff lacked knowledge and understanding about who to report concerns to and when, and how to record any concerns effectively. We were concerned this could potentially lead to protection concerns not being identified or reported by staff. Plans were in place for all staff to complete child protection training immediately following this inspection. This will support staff to fully understand their roles and responsibilities in protecting children. (See requirement two)

Requirements

Number of requirements: 2

1. By 30 June 2022, the provider must ensure that all children have a personal plan which sets out how their individual needs will be met, as well as their wishes and choices.

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

- a) ensure that all staff understand the purpose of personal plans and are familiar with Care Inspectorate guidance 'Guide for Providers on Personal Planning, Early Learning and Childcare';
- b) ensure that personal plans are written and regularly reviewed with children and parents to ensure that information is up to date to reflect children's current needs, wishes and choices;
- c) ensure consistent effective recording of important information in all personal plans; and
- d) ensure that all personal plans are meaningful, working documents that support children's care, learning and development, include strategies of support, and records progress made.

This is to comply with Regulation 5(2)(b)(c) (Personal Plans) 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 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)

2. By 30 June 2022, the provider must ensure that all staff have a demonstrable understanding of their roles and responsibilities in protecting children.

To do this the provider must at a minimum:

- a) ensure that all staff complete child protection training as a priority when they start their employment with the service, and this must be refreshed regularly. Staff must be able to demonstrate a clear understanding of their knowledge of child protection procedures and be able to recognise and appropriately respond to protection concerns;
- b) ensure that the child protection policy is reviewed and updated to ensure it is current and reflects best practice guidance;
- c) ensure the child protection protocol is specific to the service and includes clear procedures for staff to follow; and
- d) ensure that the manager and staff have a clear system in place for recording chronologies.

This is 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 is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities.' (HSCS 3.20)

Recommendations

Number of recommendations: 0

Grade: 2 - weak

Quality of environment

Findings from the inspection

We made an evaluation of weak for this quality theme. Whilst we identified some strengths, these were compromised by significant weaknesses.

Children experienced regular weekly trips to the local beach and woodlands. They were developing an appreciation for their wider community and were given opportunities to explore the natural environment. During this time, children were being active, having fun and feeling included in their community.

Within the nursery and out of school club, all rooms were light and well ventilated. Children had easy access to the large garden area. In some rooms children could access resources independently and this supported them to make choices. Staff should increase the range of resources and opportunities available for all children in all rooms to further promote individual choice, curiosity and creativity.

Within the garden area children had access to loose parts play resources. We asked the service to consider how staff could be more involved in showing and sharing ideas with children to support children's confidence in using these and extend their creativity and problem-solving opportunities.

We identified several significant hygiene and infection prevention and control issues. This was due to ineffective cleaning and monitoring of the cleanliness of changing areas, play spaces and resources. We also observed poor handwashing practices with some staff and children. One handwashing sink within the toddler room had been out of order for some time. This meant that effective handwashing could not be carried out within the main toddler room. This resulted in missed opportunities to hand wash regularly and children were at increased risk of the potential spread of infection.

In addition, flooring within the preschool bathrooms was in a poor state of repair and this meant that it could not be properly cleaned. We asked the service to prioritise the sink and flooring maintenance to ensure children had access to a clean and safe environment. Staff must regularly monitor all rooms to ensure that experiences, resources and play spaces provided are in good working order, safe and clean for children to use. (See requirement one).

Requirements

Number of requirements: 1

1. By 30 June 2022, the provider must be able to demonstrate that all members of staff working in the care service understand and can implement current Infection Prevention and Control in Childcare Settings guidance.

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

- a) ensure cleaning procedures are implemented and regularly monitored, and that cleaning of changing areas, children's play spaces and resources is effective;
- b) ensure that broken or damaged equipment is repaired or replaced as quickly as possible;
- c) ensure staff reduce the risk of infection or cross contamination within the nursery by washing their hands and support children to wash their hands effectively in line with guidance; and
- d) ensure that effective systems are in place to identify gaps in staff skills, knowledge and in the implementation of best practice guidance in hygiene. Any actions arising should be recorded and taken forward.

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

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

Recommendations

Number of recommendations: 0

Grade: 2 - weak

Quality of staffing

Findings from the inspection

We made an evaluation of weak for this quality theme. Whilst we identified some strengths, these were compromised by significant weaknesses.

Whilst we observed some warm and kind interactions throughout the inspection, we had significant concerns regarding basic practice for some staff. Staff were not always aware of where children were at all times. For example, during our visit staff did not know that two children were in the preschool room unsupervised and this could have compromised children's safety. (See requirement one)

Children had long waiting times after lunch leading to some children becoming restless and disengaged. We discussed with the provider the importance of there being enough staff available to ensure that children have positive experiences when routine tasks are being carried out.

In addition, staff lacked awareness in relation to infection prevention and control, for example, they had not recognised or raised cleanliness or maintenance issues with the manager. As a result, these concerns had not been addressed and were causing potential risk in the spread of infection.

Staff had participated in some training. However, staff were unable to demonstrate how this impacted positively on their practice. For example there were missed opportunities to support and encourage children throughout the day. Greater understanding of positive attachments and quality nurturing care will improve experiences and outcomes for children. Staff training and development needed to be consistently identified and addressed. For example, we saw that staff had not picked up on the need for children to be wearing helmets whilst riding bikes. This showed a basic lack of risk awareness by staff and compromised children's safety. (See requirement one)

Staff commented that they felt supported by the manager. However new and existing staff were not being effectively supported to reflect on their practice and to identify their individual learning needs. We signposted the manager to the National Induction Resource to improve the induction process and enable staff to contribute more effectively to their learning and development. (See requirement one)

Some staff were trained in first aid and able to respond to children when needed. During the inspection one staff member not fully trained in first aid, responded to a child without consulting with a trained first aider. We asked the manager to ensure that when a child bumps their head they are supported by a trained first aider to ensure their health and wellbeing needs are met.

Requirements

Number of requirements: 1

1. By 30 June 2022 the provider must ensure that staff training and development is a priority. To ensure that staff are sufficiently skilled and knowledgeable to meet children's needs.

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

- a) that the whereabouts of all children is known at all times and staff understand the importance of this to keep children safe;
- b) a training plan is developed and implemented to support the development of staff skills and knowledge;
- c) staff are given the opportunity to share their learning and to implement key aspects into their daily practice; and
- d) a robust system is developed and implemented to monitor how staff training and development is impacting on outcomes for children.

This is to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 SSI 2011/210 regulation 15(a) (staffing).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My needs are met by the right number of people' (HSCS 3.15) and 'I have confidence in people because they are trained, competent and skilled, and are able to reflect on their practice and follow their professional and organisational codes.' (HSCS 3.14)

Recommendations

Number of recommendations: 0

Grade: 2 - weak

Quality of management and leadership

Findings from the inspection

We made an evaluation of weak for this quality theme. Whilst we identified some strengths, these were compromised by significant weaknesses.

The manager engaged positively with the inspection process and had begun to address some of the more minor concerns identified during the inspection. Since taking on the role as manager they had regularly provided cover within the playrooms. This had impacted on the time they had available to manage the service well. (See requirement one)

Self evaluation and improvements plans were not yet developed. This meant that strengths and areas for improvement had not been identified and there was no clear direction of how to improve play and learning

for individual children. This resulted in previous recommendations not being addressed and children experiencing poor quality care and support. (See requirement two)

There were ineffective quality assurance systems in place. A lack of monitoring of staff interactions had resulted in the manager being unaware of inconsistencies in practice across the nursery. Some monitoring had taken place however this had not been followed up to ensure improvements were carried out. The service must develop their quality assurance processes and the provider, manager and staff must address the significant concerns raised in this report as a matter of urgency, to ensure that children are protected, and their health and wellbeing is promoted. (See requirement two)

We reminded the provider and manager that we should be informed of all notifiable incidents within the timeframe and notifications should contain accurate information. This will allow us to respond and support the service appropriately.

To support the service with their improvement journey, we signposted the manager to the Care Inspectorate 'Hub' where there are bitesize sessions on taking improvements forward, as well as links to all current guidance and legislation. We discussed the need for greater leadership, responsibility and accountability in the service at all levels, and for proactive action to be taken to improve the safety, care and learning for all children.

The provider and manager showed willingness to work collaboratively on their improvement journey.

Requirements

Number of requirements: 2

1. By 30 May 2022, the provider must ensure that the manager has sufficient time to fulfil their management and leadership duties.

This is in order to comply with Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210 - Regulation 7(c) fitness of managers.

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

2. By 30 June 2022, the provider and manager 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:

- a) effective and robust audits are in place including but not limited to the environment, personal planning, long-term medication, and medication protocols;
- b) an effective system for monitoring staff practice has been developed and implemented. This will support the improvement and development of staff practice and children's experiences;
- c) staff are involved in the self-evaluation process and implement changes into their daily practice; and
- d) all staff understand their responsibility in improvement through self-evaluation.

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.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19)

Recommendations

Number of recommendations: 0

Grade: 2 - weak

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

In order to ensure children are kept safe, the provider should ensure that risk assessments are effective, working as planned and updated appropriately when changes are made to relevant guidance. These should be clear and concise, detailing the potential hazards and the specific measures in place to reduce identified risks. Close attention should be given to COVID-19 risk assessments and staff practice in relation to:

- * Effective hand hygiene for children and adults.
- * Infection Prevention and Control Practices.

This ensures that care and support is consistent with the Health and Social Care Standards 5.17 which states that, "My environment is secure and safe."

This recommendation was made on 5 February 2021.

Action taken on previous recommendation

This recommendation has not been met, a requirement has been made within the report under the quality of environment.

Recommendation 2

To ensure children receive high quality care and support, the management should continue to develop their quality assurance systems to ensure these identify areas for improvement along with appropriate action. This could include:

- Robust, planned monitoring to support and upskill the staff team in respect of the changes in working practice because of COVID-19.
- monitoring, staff supervision and action planning would ensure consistently good infection, prevention, and control practice, such as effective hand hygiene procedures.

This ensures that care and support is consistent with the Health and Social Care Standards 4.19 which states that, 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.'

This recommendation was made on 5 February 2021.

Action taken on previous recommendation

This recommendation has not been met, a requirement has been made within the report under the quality of management and leadership.

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	
18 Jul 2019	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
15 Nov 2018	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
31 Aug 2017	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
17 Apr 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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