

# First Class Childcare Day Care of Children

48 Aberdour Road  
Burntisland  
KY3 0EN

Telephone: 01592 871 109

**Type of inspection:**  
Unannounced

**Completed on:**  
11 April 2022

**Service provided by:**  
First Class Scotland Ltd

**Service provider number:**  
SP2006955917

**Service no:**  
CS2006114810

## About the service

First Class Childcare is situated in a residential area in Burntisland. The service occupies a converted bungalow and comprises three playrooms, toilets and kitchen area, with four outdoor play spaces. The service was granted a variation to extend their service and opened an outdoor satellite site at Craigencalt Farm in Kinghorn in February 2022.

The service was registered with the Care Inspectorate on the 1 April 2011. The service is registered to provide a care service to a maximum of 47 children not yet attending primary school. Of those 47, no more than 31 may be cared for at any one time on the premises at 48 Aberdour Road Burntisland KY3 0EN. Of those 47 no more than 16 children from the age of 3 and not yet attending primary school, may be cared for at any one time at the outdoor satellite service at Craigencalt Farm Kinghorn.

This was an unannounced inspection which took place on Tuesday 5 April 2022 between 10:00 and 16:30. Two inspectors carried out the inspection. We continued the inspection with telephone discussions and email exchanges. We provided feedback using a video call on Monday 11 April 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
- reviewed emails from seven families directly to us
- reviewed further emails sent to the service from six families
- reviewed a supporting statement from an external professional involved with the service
- spoke with staff and management
- observed practice and staff interactions with children
- visited the satellite outdoor site
- reviewed documents.

## What people told us

During the inspection we observed children playing indoors and visited the forest nursery site. Children at the forest were content, happy and confident. Some of the children proudly talked about their play experiences and explained what happened during their nursery day at the forest. Children in the Burntisland nursery were confident approaching and speaking with us, however they were less engaged in their play and learning.

We sent a request through the nursery to the families who used the service, asking for feedback about their experiences. Seven families responded to our request. Parents and carers were generally satisfied with the quality of care and support provided to children. Parents would like more communication from the service to allow them to feel more informed and included in their child's experiences.

Examples of parent's comments included:

- "So far we are happy with the care our child receives. There are days when I feel that hand over can be rushed".

- "I would like a little more knowledge around what is going on, planned and unplanned activities, menu type info, and hopefully once Covid-19 settles, a more settled consistent staff team to allow my child to form a relationship with their key worker and the key staff in the room".
- "I am very happy with the care my child receives at First Class nursey. I was given the opportunity to have a parents evening via phone call. That was very useful for an update on my child's learning".
- "The Facebook page is particularly useful as it is nice to see the children happy in the environment and great to see the different variety of activities they are covering".
- "My child attends First Class Childcare (forest site). They took to it right away and clearly enjoy their time there. I much prefer the outdoor setup compared to traditional nursery environments".

We received a supporting statement from the training centre that supports delivery of the modern apprenticeship training. On their visits, they recognised the staff's kind and nurturing approaches and told us they felt staff knew children well. They described the staff team as committed and professional who work well as a team.

## Self assessment

The service had not been asked to complete a self assessment in advance of this inspection. We looked at their own improvement plan which demonstrated their priorities for development. This included increasing outdoor learning, and developing confident and responsive staff.

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

There was an inconsistent approach to interacting with children. Some staff showed kind and caring approaches to children and knew children well, while others did not engage with children for prolonged periods of time. Overall staff were task orientated and not always responsive to children's needs. This resulted in some children's emotional needs not being identified or met.

Significant improvements were needed to ensure personal plans included children's needs, rights and choices. Children were not effectively supported as personal plans did not record any strategies of support required. Parents were not routinely included in updating children's plans, meaning there was a risk important information could be missed or out of date. The provider must ensure personal plans enhance experiences and outcomes, to allow children to achieve and fulfil their potential. See requirement one.

We found that staff in the forest site were confident and had clear procedures in place to administer medication. There was potential for children in other parts of the service to be at risk as not all staff had a clear understanding of medication procedures. We found two examples of medication being stored in the setting without full details or written parental permission. Significant improvements must be made to manage medication, and to support staff to administer medication appropriately when required, to ensure that children are safe. See requirement two.

There were limited opportunities for children to develop their independence skills at mealtimes as they were served their food and drink by staff. Although children had a healthy lunch of sandwiches and vegetable sticks, children were not given enough time or support to eat independently. For example, staff took spoons from children to feed them without asking if they wanted help. We asked the service to review their snack routine to ensure food is offered in a caring and respectful way, to promote positive attitudes and enjoyment at mealtimes. See recommendation one.

Children were able to sleep or rest during their time in the service. We observed one child in the baby room sleeping in a pushchair which did not follow safer sleeping guidance. We asked the service to review their sleep policy with staff, and communicate this with families, to ensure a shared understanding and implementation of sleep practices. This will ensure children can rest and sleep in a safe way. See recommendation 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
- d) ensure that all personal plans are meaningful, working documents that supports children's care and include strategies of support and 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 children's health and wellbeing is protected by reviewing their medication procedures.

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

- a) ensure the manager and staff are aware of any medication being brought into the service
- b) ensure medication has written parental permission to be administered
- c) ensure robust plans and risk assessments are in place for the administration of medication.

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

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I am protected from harm because people are alert and respond to signs of significant deterioration in my health and wellbeing, that I may be unhappy or may be at risk of harm' (HSCS 3.21).

## Recommendations

### Number of recommendations: 2

1. To enable children to benefit from a sociable and enjoyable experience while eating, the provider should review their policy and procedures for snack and mealtimes. This should include, but not limited to, ensuring respectful quality interactions between staff and children, with appropriate time and pace for a quality eating experience.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I can enjoy unhurried snack and meal times in as relaxed an atmosphere as possible' (HSCS 1.35).

2. To enable children to sleep and rest in a safe environment, the provider should ensure current guidance regarding safe sleeping practice is implemented.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).

**Grade:** 2 - weak

## Quality of environment

### Findings from the inspection

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

The service had made significant progress at the forest nursery site. The forest environment was well-designed and provided a stimulating space for children to play. Children had been involved in risk assessing the site and assessments were comprehensive and working effectively. We spoke with most children who told us how much they liked the forest nursery and confidently showed us the resources available. The environment enabled children to learn key skills through play and having fun.

Children and staff were put at risk due to poor levels of infection prevention and control in the nursery setting. Handwashing was not carried out routinely by staff, including after changing children's nappies, and children were not supported to wash their hands effectively. Cleaning procedures were not implemented appropriately, which meant some areas in the nursery were not kept clean or well maintained. The manager took immediate action and arranged for a deep clean of the service and replaced some resources, such as the nappy changing mat. The provider must ensure procedures are improved and sustained to protect children and staff's health and wellbeing. See requirement one.

Improvements were needed to ensure all staff were appropriately trained to handle hazardous materials and to ensure these were safely stored. We found cleaning materials were accessible to children and staff were not effectively trained in the safe use and handling of substances. We told the service to make sure all hazardous materials were safely stored to ensure children were kept safe. See requirement two.

We asked the service to review and update the risk assessments for the Burntisland nursery. Those being used at the new forest site were significantly more detailed and supported safe working practice. The manager agreed to develop the nursery risk assessments in the same way as the forest risk assessments. This will ensure the safety of the environment for children and staff is consistently considered and appropriate measures are taken to minimise any potential risks. See recommendation one.

We found the quality of resources and opportunities for free flow play were not of a consistent standard for all children. Improvements had been made to the preschool outdoor space which increased opportunities for fun and play experiences. One child told us the best thing about nursery was "playing with other children in the garden". This had enhanced learning for some by allowing them to choose where they spent their time. We found the baby and toddler rooms did not offer the same level of opportunities. Further improvements were needed, such as having increased resources in all areas to offer exciting, challenging, and creative play opportunities. This will support children to benefit from opportunities to lead their own play and learning by following their own interests. This recommendation was made at the previous inspection and has been carried forward into this report. See recommendation two.

### Requirements

#### Number of requirements: 2

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 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
- c) 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) (Welfare of Users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' (HSCS 5.22).

2. By 30 June 2022, the provider must ensure the environment is safe and free from hazardous materials. All chemicals and cleaning materials should be out of reach of children. Staff should be appropriately supported and trained to handle hazardous materials.

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

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

## Recommendations

**Number of recommendations: 2**

1.  
To ensure that children's health, safety and wellbeing is not compromised, the provider should ensure risk assessments are effective and working as planned to maintain a safe environment. These should be clear and easily understood by all people involved in the service. Staff involvement in developing the risk assessments will support this to be a shared approach and impact positively on these being implemented into practice.

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

2. The provider should continue to develop the play environment for children to increase the open-ended, heuristic and natural materials and to provide challenge as well as opportunities for creativity and curiosity. The team should consider how the core provision promotes children's development and how they can enhance the environment to help children to self-select, challenge and extend their play through exploration and investigation.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) 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).

**Grade:** 2 - weak

## Quality of staffing

### Findings from the inspection

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

There were significant gaps in staff's knowledge and understanding of best practice documents and guidance. Learning and development opportunities should be created to ensure staff use and understand best practice documents to guide their practice. For example, 'Setting the Table' could be used when reviewing their snack and mealtime routine. This will ensure children benefit from having high quality staff providing their care and supporting their learning and development. See requirement one.

Due to staff shortages on the day of the inspection, staff did not always supervise and engage with children appropriately. This meant children were not fully respected at all times. For example, staff did not support children well during lunch time or enhance their play experiences at other times of the day. This meant there were missed opportunities to role model important language and social skills or to support children to develop their interests and learning. We were also concerned that lack of supervision at times could have compromised children's safety. See requirement two.

The induction process for new staff was not yet fully effective. We asked the service to consider revisiting this process and using the ELC National Induction Guidance with all staff. This will support them to develop good communication and relationships with children and families and understand their roles and responsibilities of their professional registration with the Scottish Social Services Council (SSSC).

Staff at the new forest site had attended forest kindergarten training and this had supported them to develop play opportunities in the natural setting. In this area, children enjoyed showing us a variety of resources, such as a hammock, a bug hotel, a mud station, and a fire pit. We recognised the forest nursery was in the early stages of development and we encouraged staff to continue to expand their knowledge and understanding of creating play and learning opportunities outdoors.

### Requirements

#### Number of requirements: 2

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:

- a) ensure a training plan is developed and implemented to support the development of staff skills and knowledge
- b) ensure staff are given the opportunity to share their learning and to implement key aspects into their daily practice
- c) develop and implement a robust monitoring system to identify how staff training and development is impacting on outcomes for children.

This is to comply with Regulation 15 (b)(i)(ii) (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 state that: '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).

2. By 30 June 2022 the provider must ensure that staff are available in sufficient numbers to meet the needs of all children at all times. To do this, the provider must at a minimum ensure that children are appropriately supervised and supported during mealtimes.

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

This is to ensure that 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).

## 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 some strengths could be identified, these were compromised by significant weaknesses.

All staff told us they felt supported by the management team and by each other. We found while regular team meetings were taking place in some areas, this was not consistent across the whole service. This meant that not all staff were being supported by an identified manager to meet children's needs. The management team agreed to review arrangements to ensure clear lines of communication are in place to support positive outcomes for children.

The service had created a development and improvement plan. We asked the manager to further develop these to be clear on their aims, and identify steps and actions planned to support them to meet their goals. We asked the service to ensure these were shared with children, families, and staff to support a shared approach and understanding.

Quality assurance processes were not in place to monitor practice and ensure children's safety and wellbeing. Some steps had been taken to gather parents feedback using questionnaires, however plans were not yet in place for this feedback to lead to change and improvement. Quality assurance and self-evaluation processes should be further developed in partnership with all stakeholders, to ensure they are fully involved in the process of assessing and improving the quality of the service. This will ensure children, families and staff are meaningfully involved and can benefit from a service committed to continuous improvement. See requirement one.

The manager had recently reintroduced a staff appraisal system. There was scope to further develop this by introducing formal supervision procedures. This will allow the manager to monitor staff practice and provide staff with high quality feedback and support on how they can improve. The appraisal process should ensure clear actions are identified so staff understand how they will be supported to meet their goals. This will enable children to receive care from staff who are competent, skilled and able to reflect on their practice.

## Requirements

### Number of requirements: 1

1. By 29 July 2022, the provider must ensure children's safety through the continuous improvement of the service.

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

- a) develop self-evaluation, quality assurance and monitoring systems in line with best practice
- b) involve and include the views of staff, children, and families in the self-evaluation of the service
- c) ensure that systems are developed to effectively monitor staff practice, understanding and interactions.

This is to comply with Regulation 3 (Principles) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2100/210).

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

The provider should continue to develop the play environment for children to increase the open-ended, heuristic and natural materials and to provide challenge as well as opportunities for creativity and curiosity. The team should consider how the core provision promotes children's development and how they can enhance the environment to help children to self-select, challenge and extend their play through exploration and investigation.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) 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).

**This recommendation was made on 20 November 2018.**

## Action taken on previous recommendation

The service had recently developed their outdoor play spaces and opened a new fully outdoors site. Whilst the outdoor environments were enticing and interesting for children, we found the quality of resources and opportunities for open-ended play were not consistent in all play rooms indoors. Further improvements were needed to allow children to benefit from opportunities to lead their own play and learning by following their own interests. This recommendation has not been met and has been carried forward. See quality of environment.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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
20 Nov 2018	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
28 Jun 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good

Date	Type	Gradings	
10 Sep 2015	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 2 - Weak 3 - Adequate
25 Jul 2013	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
22 Aug 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good Not assessed
30 Jun 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
5 Jun 2008	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 3 - Adequate 4 - Good

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