

Dreams Daycare Limited

Day Care of Children

Unit 1
Insch Business Park
Insch
AB52 6TA

Telephone: 01464 821 155

Type of inspection:
Unannounced

Completed on:
13 May 2022

Service provided by:
Dreams Daycare Ltd

Service provider number:
SP2011011622

Service no:
CS2011298684

About the service

Dreams Daycare provides a day care of children service from their premises in the Insch Business Park. They enjoy a rural setting with large outdoor play area and multiple rooms. The nursery is within walking distance of all local amenities.

The service is registered to provide a care service to a maximum of 116 children at any one time:

No more than 14 are aged under 2 years;

No more than 32 are aged 2 to under 3 and;

No more than 70 aged 3 years to those attending S1 in secondary school.

Children must have access to the outdoor space at all times.

Adult:child ratios will be:

Children under 2 years - 1:3

Children aged 2 years to 3 years - 1:5

Children aged 3 years and over - 1:8 if the children attend more than 4 hours per day, or 1:10 if the children attend for less than 4 hours per day.

This was an unannounced inspection which took place between 10 May 2022 and 13 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 throughout the inspection year.

To inform our evaluation we:

- Undertook a focused site visit to the service to observe practice and speak to staff.
- Used virtual technology, telephone calls and emails to engage with the parents, the manager and the provider.
- Assessed relevant documents including personal plans, improvement plans, staff records, quality assurance documents, policies and risk assessments.

What people told us

We spoke to children throughout our visits to the service. They were engaged in their activities and particularly enjoying their outdoor play. Some of the older children told us about what they were doing and their favourite activities. These included the forest garden and playing with their friends.

We asked the manager to forward an email to all parents asking for feedback, we received 23 responses. We also spoke to one parent via telephone and one parent during our visit. All parents indicated that they were happy or very happy with the care provided to their children. Parents said they felt well informed of their child's achievements and progress and had been involved in reviewing personal plans. They felt that staff were approachable and had formed good relationships with their children.

Self assessment

The service was not asked to complete a self assessment prior to the inspection.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children, therefore we evaluated this theme as very good.

Children benefitted from strong nurturing attachments with staff. This supported them to be confident and well settled in the nursery. Interactions between staff and children were respectful and nurturing supporting children to feel accepted and valued.

Personal plans contained the information needed to support staff to meet children's individual needs. This included details of any health or wellbeing needs and strategies of support being used to promote children's progression and development. Children's achievements were shared with parents verbally at handover or via the Family App. This provided opportunity for parents to share in and celebrate children's achievements and promoted a consistency of care. One parent told us "They always let us know what has happened in the day. I have seen staff running from one end of the garden to meet me at the gate to fill me in on achievements and genuinely you sense they are very proud of the achievements of the kids. If at pick up certain staff members were not on, they fill you in at breakfast drop off."

Children's progression was supported by the identification of next steps which led from staff observations. Staff knew the goals children were working towards and support that was needed. However, the system for recording this information had recently changed and did not yet reflect staff knowledge. The managers and room leads were aware of the need to develop this so that the records would promote review and evaluation of children's learning.

Children enjoyed meal and snack times that were relaxed and unhurried. Staff were available to support children's skills in independence. On the second day of our visit we saw how staff sat with children and promoted communication and language through engaging children in discussion of a range of subjects which were led by the children. Children's health was promoted by the adherence to nutritional guidance and staff knowledge of any allergies or intolerances.

Children's safety was supported by the staff's understanding of their role in identifying, recording and reporting any safeguarding concerns. Staff also had a good understanding of factors which may impact on a

child's wellbeing. They were confident in discussing how they could support children and their families at these times.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

We found significant strengths in aspects of the environment provided and how these supported positive outcomes for children, therefore we evaluated this theme as very good.

Children were cared for in a safe, secure and stimulating environment with a focus on outdoor play. Children were able to access the outdoors freely throughout the session. The youngest babies had a dedicated area to promote their safety. Older children attending the after school club engaged with younger children in the garden, promoting a family feel and supporting children's feelings of being included and accepted.

Outdoors children had access to a range of activities including the opportunity to explore a more natural environment. There was opportunity for physical and energetic play, as well as areas for quieter activities in smaller groups. Children were able to lead their own play, extending their interests through exploration and investigation. Parents and staff told us how the use of local amenities further extended children's experiences and supported them to feel part of their community.

Indoors children benefitted from rooms that were warm and inviting with space to rest or play. Resources were easily accessible to the children, supporting their choice and independence.

Children's safety was supported by risk assessments and staff understanding of children's needs. For example, staff were aware of children just starting to climb and able to support them to do this safely. Children's health was promoted by staff training and knowledge of first aid. Staff supported children to understand the need for appropriate clothing and sunscreen.

Children's health was further promoted by the staff and manager's adherence to infection prevention and control (IPC) measures. This included the regular cleaning of surfaces and high touch areas through out the day. Children were supported to wash their hands effectively at appropriate times, such as before and after eating or after visiting the toilet. Staff role modelled this for younger children and discussions supported older children's understanding. While most parents were happy with the IPC procedures and one told us "I am very happy with how they deal with infection prevention and control measures, through the pandemic they have been great but also with the day to day stuff as well." Another parent told us "I am unsure of the infection and prevention control measures within the nursery." The manager agreed to ensure that all parents knew how to access this information.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

We found significant strengths in aspects of staffing and how these supported positive outcomes for children, therefore we evaluated this theme as very good.

Children benefitted from an established staff team who knew them well. There was obvious affection between the children and staff with children greeting staff with hugs as they arrived. Staff were enthusiastic and committed to providing a quality service for the children and families. There was a family atmosphere within the service with lots of smiles and laughter between the staff team and the children. A parent told us "The Dreams team ethos to create a "home from home" is so apparent and they go above and beyond in assisting and supporting my families needs. I cannot rate them highly enough or praise enough their every effort to meet my children's and even the family units needs."

Children's safety was supported through the safe and robust recruitment and induction process. This supported new staff to be confident in their role and able to recognise and meet children's needs. We suggested that including the National Induction Resource would further support new staff and provide reference to guidance that would support their reflective practice.

Staff were registered with the Scottish Social Services Council (SSSC) and aware of the need to continue their professional development to maintain their registration. Staff were enthusiastic when talking about recent training, such as outdoor training, and how they felt this had been beneficial for children's experiences. For example, one member of staff told us how this training had helped her to support children's engagement in more risky play while raising their awareness of safety.

Children benefitted from a balance of skills and experience within the staff teams. There was good communication between the staff. This supported them in effective deployment to meet children's needs and support their play and learning. Children were cared for by staff who regularly reflected on their practice. This was promoted through support and supervision meetings which acknowledged achievement and provided opportunities to discuss further learning needs.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

We found significant strengths in aspects of management and leadership and how these supported positive outcomes for children, therefore we evaluated this theme as very good.

Children benefitted from consistent approaches and agreed strategies of support between the staff and parents. The manager and staff team had formed strong supportive relationships with the families accessing the service. Parents told us "I find the staff approachable and always willing to put in extra support where required. The manager is excellent and strives for high quality care and learning from their team! They have always been willing to advise, offer us all support and put measures in place to help our child over the years to great success, and I personally feel they go over and above." And "I really thank this extended family for looking after my child so well they are doing and have done an amazing job during one of the most difficult time the worlds has seen in a long time."

Parents were kept informed of the processes and procedures within the nursery through an extensive range of policies. These referred to documents such as Realising the Ambition, Getting It Right For Every Child and the Health and Social Care Standards. This supported parents awareness of good practice and what to expect for their child.

Children benefitted from an ethos of continuous improvement which was supported by an established quality assurance system. The system included audits of paperwork, observations of practice and opportunities for parents and children to put forward their views. One parent said "Staff are easy to approach and are understanding too and they do not rush you or hurry away when they talk to you. They make me feel relaxed and happy." National guidance documents such as Realising the Ambition were used as part of the self evaluation. Areas for improvement or development were identified and included in the improvement plan. The management team involved staff in this plan in order to promote a shared vision. This supported staff to know their role in achieving the goals and the confidence to initiate change when identified.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

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 manager and staff need to continue to develop personal/care plans for all children, clearly detailing how the health, welfare and safety needs of the child will be met. These plans should clearly demonstrate that the information has been reviewed with parents a minimum of once every six months in line with legislation.

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 The Social Care and Social Work Improvement Scotland (Requirements for Care Service) Regulations 2011, Regulation 5 Personal Plans.

This recommendation was made on 15 May 2019.

Action taken on previous recommendation

Personal plans were in place for every child. A recorded review was taking place at least every six months or when there were changes. They contained the information needed to support staff in identifying and meeting children's needs. Details of support being given to children were recorded along with discussions with parents to agree or review the support. This recommendation had been met.

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	
15 May 2019	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good Not assessed Not assessed
12 Oct 2017	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
21 Oct 2015	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good 4 - Good
25 Oct 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 5 - Very good 4 - Good
25 May 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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