

Banana Moon Day Nursery Westhill Day Care of Children

6B Peregrine Road
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Type of inspection:
Unannounced

Completed on:
2 June 2022

Service provided by:
Cygnus Enterprises Limited

Service provider number:
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Service no:
CS2018364923

About the service

Banana Moon Day Nursery Westhill is registered to provide a care service to a maximum of 107 children at any one time, age from 0 to an age to attend primary school, of whom no more than 32 are less than two years of age. The service is provided in the Westhill area of Aberdeenshire. There are four playrooms, for different age groups, all on ground floor level. Generally the four rooms work as follows however care is taken to support children's individual needs:

Baby moons - 3 months - 17 months

Teeny moons - 14 months - 2 years

Mini moons - 2 years - 3 years

Full moons - 3 years plus.

There is an enclosed garden and an off-road parking area for parents.

This was an unannounced inspection which took place between 26 May and 2 June 2022. The inspection included two site visits to the service and was carried out by two inspectors. To prepare for the inspection we reviewed information about this service. This included information submitted by the service and intelligence gathered throughout the inspection year. To inform our evaluation we spent time with children who were using the service and received feedback from seven parents and carers. We also spoke with the manager and staff, observed practice and reviewed documentation.

What people told us

We saw children enjoying their time at nursey and having fun.

Eleven parents provided feedback to us about their children's experiences at the nursery. All respondents expressed that they were happy with the service being provided.

We received really detailed feedback about how the team had worked together with parents to support children to settle or address any concerns relating to behaviour. Parents and carers very much felt this was done in partnership and resulted in positive outcomes.

A range of activities the children had enjoyed were provided to us which supported the children to develop their knowledge and their skills.

Parents and carers fed back to us that they valued the staff team and felt that they worked hard to ensure their children had a positive experience at nursery. They also wanted to share that they had noticed significant improvements in the nursery under the guidance and supervision of the current manager.

Some parent's comments are included in the main body of the report. We also provided the manager and one of the directors with detailed feedback.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their improvement plan and their quality assurance processes and how they were monitoring the quality of the provision within the service.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

We assessed care and support as good where strengths have a significant positive impact on children's experiences and clearly outweigh areas for improvement.

Children were supported by staff who were caring and nurturing in their approach. Achievements were celebrated, for example a child taking their first steps and this was very much welcomed by parents and carers. A parent told us "One day we picked (our child) up, (staff member) was feeling really happy because (our child) had done so well on their rhymes. It was really nice to see that (staff member) felt proud on behalf of (our child) and also proud that they had guided (our child) successfully, that is the kind of ownership, accountability and connection that make us very happy."

Staff knew the children and their needs well. They were knowledgeable about children's medication, dietary preferences, allergies and sleep needs and ensured that these were responded to appropriately. They had a good knowledge of children's wider world, including for example family, pets, hobbies and interests which helped the children to feel included. A parent told us "I love the fact they get to know the child and their individual needs and don't just handle them in accordance with expected age groups or behaviours. I have two children and they have very different personalities and need to be handled differently. At Banana Moon Westhill I feel they fully understand this and treat each child as an individual."

Where children were new to the nursery or transitioning to another room care was taken to make this transition positive. Staff described a very thoughtful approach in relation to considering children that were finding transitioning difficult and what could be put in place to support them.

Personal plans were in place for children which outlined their care and support needs. These were reviewed regularly. We fed back examples of how the personal plans could be more detailed and focused on individual needs.

We observed lunch in two of the playrooms and it was generally a positive experience. In the teeny moon room there was always someone sitting with the children which helped to reduce the risk of choking. There were limited activities for the children to become engaged in whilst the lunch was being prepared which led

to children being restless and bored. Staff were busy undertaking various tasks as well as supporting children with lunch. This meant that there were some missed opportunities to support children well. A more effective lunchtime routine needed to be established with experienced staff modelling good practice.

The lunch time experience in the full moons room was positive. Children were supported where needed but were also encouraged to develop their independence skills. There were brief periods where one table weren't being monitored as the staff member was attending to other tasks. Once this was fed back to the manager action was taken to ensure that children were supervised at all times.

More engaging discussion with children in both rooms would be beneficial over lunchtime. This would help to further develop relationships, support speech and language and generally enhance the lunchtime experience.

We saw some good examples of staff supporting children to extend their learning. In the mini moons room for example, children were keen to wash the paintbrushes out in the sink and this was supported very well by a member of staff. In the baby moon room babies were supported to develop their speech and language using natural opportunities through, for example, reading, songs and use of naming and action words. Staff should continue to develop the use of natural opportunities to support children's learning and development.

The service was in the process of moving from paper observations of children's learning, development and achievements to an online format. We looked at a sample and found that moving to online had already resulted in better quality observations. The manager was now able to readily access them and provide feedback about how they could be improved. The observations focused on the outcomes for the children and their learning and achievements and appropriate next steps. Where these were not appropriate this was discussed with the staff and action taken.

Children were kept safe by a team of staff who had a good understanding of their role. Staff had received online child protection training in addition to further training in house and discussion of various scenarios/ case studies. To further enhance staff knowledge and understanding of child protection it would be beneficial for them to attend multi disciplinary child protection training and to consider enhanced training for leadership roles.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

We assessed the environment as good where strengths have a significant positive impact on children's experiences and clearly outweigh areas for improvement.

The environment was clean and well cared for throughout the nursery. The nappy changing room in the baby moon room and teeny moon room were very clean and well organised. The piano stool within the full moons room should be replaced as the covered seat was torn and could not be removed for cleaning.

In some of the rooms the windows were all frosted which meant that children could not look outside. This had been raised at a previous inspection and was something that the nursery was exploring.

There was a range of resources in all the rooms to support children to be creative, use their imaginations and to problem solve. In the baby moon room the children were enjoying exploring the various different home made shakers filled with items such as pom poms, lentils, polystyrene, glittery water which they were able to hold and shake.

In both the rooms for younger children there was limited opportunities for sensory play. This was significantly better on the second day where there was a range of sensory resources for the children to explore. These included coloured rice, art and craft, water and playdoh. Both the younger children's rooms would benefit from more loose parts and treasure baskets with real life items.

The sleep room for younger children was situated within the teeny moon room. The room and the cots were clean and fresh. The cots were well spaced out. A vacuum cleaner was stored in the sleep room and we highlighted that staff should ensure that it was not within the reach of children. The sleep routine in the teeny room was not working effectively on the day we observed it. It needed to be better organised to support a calming environment to encourage relaxation and sleep. We observed the sleeping arrangements for older children in the full moons room. A relaxing environment was created with calming music and dimming of the lights. Staff reassured and soothed children as required.

Children were enjoying looking at books and having stories read to them in the baby room. However in both the baby moon and teeny moon rooms more thought needs to be given to the presentation of books to allow children to access them easily and enable them to make meaningful choices.

The mini moon room was well laid out with lots of interesting activities including a den made of planks, a child sized sofa and a wide range of real items in the house corner. It was really positive to see staff taking out paint and water activities near the end of the day when they noticed that the children would benefit from these activities.

Within the full moons room there was plenty art and craft resources for children to select from. Painting was readily accessible and we saw children create some lovely pieces of art. More art and craft materials would benefit children in the younger age rooms to support them to be creative.

Children were able to access a fully enclosed outdoor space. We saw that the older children made good use of the outdoor space, however we observed younger children to have less access. Children should be able to spend a lot of time outdoors as it really supports positive general health and wellbeing.

The nursery had been developing their range of loose parts outdoors. It was lovely to see the children problem solving by using guttering as a ramp for their toy cars in the sand pit. They were having a lot of fun doing this. The manager and staff told us that the outdoor space was a key improvement focus for the nursery.

We saw that staff were good at keeping children safe when outdoors. They regularly counted the children to make sure they were all present and communicated well with team members when children moved from indoors to outdoors and vice versa.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

We assessed staffing as good where strengths have a significant positive impact on children's experiences and clearly outweigh areas for improvement.

Staff presented as being really happy in their roles and very motivated. A real energy surrounding the team and a desire to be the best they can be.

There had been a high turnover of staff over the course of the pandemic and staff absences due to coronavirus guidance and restrictions. This had understandably been a challenge for the service. There was also a number of staff who had little or no experience prior to working at the nursery. Despite this, staff were doing a good job and there was real potential within the staff team. Parents and carers spoke very positively about the staff. One parent told us "(Our child) is happy and developing and that is testament to the hard work, compassion and care that has been fostered in Banana Moon over the years and the excellent work of the manager and staff."

As part of the inspection we looked at a sample of safer recruitment records and found these to be thorough. This helped to create a safe environment for children. Staff described a positive induction where they were shown best practice in relation to various activities including nappy changing, preparing snack and supporting children at lunch. Over time they then undertook these tasks themselves, observed by the manager, until they were assessed as confident and competent. Staff told us they felt the induction process prepared them well for their role. New staff had an induction book to work through which as well as the practical elements also supported them to work through core training and key policies and procedures. Child protection was a key focus within the first week of the induction. A question and answer stage had been newly introduced at week 4 in the induction period to ensure that staff had retained and consolidated the information and guidance they had been provided with so far.

There were regular planned opportunities for staff to meet with the manager on a one to one basis. This provided an opportunity to discuss the staff members wellbeing, to feed back on the staff members performance, review previous goals and set new ones. Staff told us these sessions were supportive. Sessions could be further developed by including detailed discussion about recent training attended to test staff knowledge and understanding.

No appraisals had been undertaken for current staff due to it being a new staff team, however the plan was to start introducing these soon. They will build on the one to one sessions that have been taking place regularly throughout the year.

Regular training was taking place. This was discussed and revisited at team meetings, supervision sessions and also staff were required to complete a post training activity about what they had learned and how it will impact on their practice. Opportunities to undertake face to face training would benefit staff as it allows for meaningful discussion and sharing of experiences.

Team meetings were taking place on a regular basis and the meeting minutes indicated that these were really meaningful, used to discuss a range of topics, review practice and focus on improvement. Staff told us they find them useful and have enjoyed the team building activities which have formed part of the meetings, stating it has helped them to come together as a team.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

We assessed management and leadership as good where strengths have a significant positive impact on children's experiences and clearly outweigh areas for improvement.

The manager has worked really hard under very difficult circumstances to improve the nursery and the outcomes for the children since their employment. This had been recognised by a number of parents and carers in their feedback to ourselves. One parent told us "The manager is fantastic! She truly has had an incredibly positive impact on the nursery and is so dedicated to her job and the children. She has brought about change in a positive way and implemented this into the fundamental running of the nursery in a way that staff find it easy to follow along with. She has also recruited and developed an excellent team of nursery practitioners who have equally the same passion and drive as herself."

The deputy manager was relatively new in post however the arrangement was working well. The manager was confident about delegating tasks to the deputy manager which allowed the manager more time to focus on key tasks.

Staff consistently told us that they found the management team to be very supportive and approachable. Any areas for development identified in relation to their practice were fed back in a professional and supportive manner. Also, where they had done well this was acknowledged and praised.

Observations of staff practice were being undertaken on a regular basis with a focus on improving practice as well as recognising good practice. The manager had a good overview of the service.

The manager was focused on improving the service. The service had improved significantly under their supervision. In place was a whole nursery improvement plan and also individual room improvement plans so that it was easier to access and digest for staff. This then allowed staff to engage more fully with the improvement agenda. Staff told us that they felt they very much had a voice and could contribute what was going well, not so well and share ideas and suggestions. Staff talked about the outdoor space being a key focus and enjoying being part of developing this.

Staff questionnaires had recently been distributed to staff for their completion. Some had been returned and there were common themes coming through as areas where more support was needed, including observations, planning and assessment. This was already an area that had been identified as a key focus and staff were receiving ongoing support. The recent move to online journals had helped in relation to the observations staff do of the children. Now the manager can easily access the observations as they are completed and send back with comments to help make them more meaningful. The result was that more recent observations were personal to each child and captured their achievements with relevant next steps and showed progression. It was clear through our sampling of the observations that the manager had been supporting staff with this.

On the first day of the inspection we found that staff were not appropriately deployed in the teeny room. There was a lack of qualified and experienced staff due to a staff member being on their day off and a further staff member being on sick leave. Staff should have been much better supported to ensure consistent good outcomes for the children. The manager assured us that going forward appropriate deployment of staff would be in place at all times.

A whistleblowing policy was in place. It was clear in its content and would direct staff to relevant people within the organisation to share concerns about staff practice. It would benefit from further development however to let staff know who they would contact externally should there be a need to do so.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - 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

In order to support children's learning and development the manager and staff should regularly review and evaluate the resources available. This will enable them to evaluate and build on, the opportunities provided for children's learning and engagement. They should ensure that, where safe to do so, resources are more accessible to children. This will encourage children's independence and increase opportunities for them to lead their own play and develop their interests.

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

'As a child I have fun as I develop my skills in understanding, thinking, investigation and problem solving, including through imaginative play and story telling' (HSCS 1.30); and

'As a child my social and physical skills, confidence, self esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open ended and natural materials' (HSCS 1.31).

This recommendation was made on 17 January 2022.

Action taken on previous recommendation

We found that resources to support the children's learning and development had improved since the last inspection. The nursery had continued to build on the range of loose parts both indoors and outdoors which supported open ended play, allowing children to use their imagination, be creative and develop their problem-solving skills. More real life resources were in place in the home corners and construction areas. A range of sensory resources were seen however these should be available more consistently across the nursery and at all times. Care needed to be taken to make sure books were easily accessible to the children and in a form that made it easier for them to make meaningful choices.

We found that this recommendation had been met however there was still an opportunity to develop resources further. More detailed information can be found under quality theme 2 – environment.

Recommendation 2

In order to support and extend children's learning and development the manager should support staff to develop their awareness and confidence in how to extend children's experiences during play.

This is to ensure that care and support is consistent with the Health and Social Care Standards 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 17 January 2022.

Action taken on previous recommendation

We found that staff were supporting and extending children's learning and development. This had improved since the last inspection. We found this recommendation to be met however noted that this is an area that could be developed further.

Recommendation 3

In order to ensure that children receive a consistently good quality of care and support the manager and provider should continue to develop the quality assurance and monitoring system. They should use these processes to identify further areas for improvement and maintain improvements already made until they are embedded in the practice and systems within the service.

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

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

This recommendation was made on 17 January 2022.

Action taken on previous recommendation

Good quality systems were now in place to identify areas that required improvement within the service. This had helped the service to improve the outcomes for children using the nursery and is reflected in the higher evaluations awarded at this inspection. More detailed information can be found under quality theme 4 – 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	
25 Nov 2021	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
13 Nov 2019	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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