

Rainbow Nursery And After School Club, Glenrothes Day Care of Children

Pentland Park
Saltire Centre
Glenrothes
KY6 2AL

Telephone: 01592 630 126

Type of inspection:
Unannounced

Completed on:
8 June 2022

Service provided by:
Rainbow Nursery Ltd

Service provider number:
SP2005007625

Service no:
CS2003007454

About the service

Rainbow Nursery and After School Club provides a day care of children's service to a maximum of 117 children at any one time from the age of six weeks to 14 years. The service is located in a business/retail park in Glenrothes. The purpose build accommodation is over two floors with children aged six weeks to school age on the ground floor and school aged children on the lower level.

The service was registered with the Care Inspectorate on the 1 April 2011. The provider is Rainbow Nursery Ltd. The company employs a manager and deputy manager to manage the nursery on a day-to-day basis. The service is a partner provider with Fife Council which means it provides funded places for children over the age of three.

About the inspection

This was an unannounced inspection which took place on Tuesday 7 June 2022 between 08:30 and 16:30. We continued the inspection on Wednesday 8 June 2022 between 09:30 and 14:00 and provided feedback at the end of the second visit. The inspection was carried out by two inspectors from the Care Inspectorate.

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

- spoke with several children in the service and three families on site
- reviewed emails from six families directly to us
- spoke with staff and management
- observed practice and staff interactions with children
- reviewed documents.

Key messages

- Almost all staff had a nurturing and caring approach with children.
- The service had good community links and used these to enhance children's play and learning experiences.
- Improvements were required to monitor and record children's learning in a way that allowed children to reflect on their learning and identify achievements. This should be regularly shared with parents to help them feel included in their child's day.
- More thorough policies and procedures were required to support consistent safe practice and maintain a clean environment.
- The manager and staff were committed to the service.
- Leadership opportunities could be introduced to provide enhanced support to staff and children and improve the quality assurance process.
- The provider should ensure the manager is supported to make the required improvements and to keep skilled staff by ensuring relationships are positive and stable.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care, play and learning?	3 - Adequate
How good is our setting?	3 - Adequate
How good is our leadership?	3 - Adequate
How good is our staff team?	3 - Adequate

Further details on the particular areas inspected are provided at the end of this report.

How good is our care, play and learning?

3 - Adequate

We evaluated this quality theme as adequate as there were some strengths which had a positive impact, however there were weaknesses with key areas of performance which required improvement.

1.1: Nurturing care and support

Some warm interactions between staff and children helped children feel respected. Almost all staff spoke in a kind and respectful way to children which showed they were valued. We highlighted the importance that all staff adopt a nurturing approach to ensure children experience consistent positive interactions and feel fully valued and included.

Medication was being appropriately stored however improvements were needed in the recording of medication requirements to protect children's health and wellbeing. We asked the service to ensure effective procedures and accurate records were in place to ensure children received the right medication and support at the right time. (See requirement 1).

Personal plans were not being regularly reviewed. Children were not effectively supported as strategies of support required were not being recorded. The provider must ensure parents and children are routinely involved in gathering and updating their information. Personal plans should enhance experiences and outcomes, and support consistent care, to allow children to achieve and fulfil their potential. (See requirement 2).

Meal and snack times offered some children the opportunity to develop independence skills. We asked the service to ensure all children have opportunities to develop these skills and benefit from a calm and homely atmosphere. While some staff sat with children during lunch time, most carried out other tasks during this time. This meant opportunities to role model important language skills and enhance social interactions were missed. We were concerned at times, the lack of appropriate supervision at snack times could have compromised children's safety. (See area for improvement 1).

1.3: Play and learning

Staff planned learning opportunities for children in the nursery and wider community. These experiences enriched children's play and learning. Children proudly showed us chicks that had recently hatched in the nursery and told us about the incubation unit being used to keep them warm. Improvements were required to introduce more consistent approaches to observe and evaluate children's play. Further consideration should be given to how observations are used to ensure plans are responsive to children's needs. This would allow children to be more involved in leading their own play.

Staff could improve how they document learning to ensure individual outcomes for children are identified and recorded. Staff should find ways for children to view and revisit the learning evaluations they are completing, to allow them to reflect on prior learning. This would allow achievements to be recognised and celebrated and enable children to achieve their potential. These should be shared with parents to help them feel part of their children's day. Parents who provided feedback showed a mixed level of satisfaction with how included and informed they felt regarding their children's learning, development and progression in the service. This area for improvement was identified at a previous inspection and will be carried forward. (See area for improvement 2).

Requirements

1. By 29 July 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, 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).

2. By 29 July 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).

Areas for improvement

1. To enable children to benefit from a sociable, enjoyable, and safe 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 mealtimes in as relaxed an atmosphere as possible' (HSCS 1.35).

2. Consideration could be given to further develop the use of electronic systems such as on-line journals. This would promote partnership working and enhance effective communication as parents would have better access to information about their children's learning and development.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'My care and support is consistent and stable because people work together well' (HSCS 3.19).

How good is our setting?

3 - Adequate

We evaluated this quality theme as adequate as there were some strengths which had a positive impact, however there were weaknesses with key areas of performance which required improvement.

2.2 Children experience high quality facilities

Areas for play were all well ventilated and benefitted from natural light. Some areas had homely touches and decoration. This helped to create a nice atmosphere for children.

Children were observed to wash their hands before snack, however policies and procedures for maintaining a high standard of infection prevention and control were unclear. There were areas and furniture in the service that needed replenished or thoroughly cleaned, particularly in the hall and after school service. The service should ensure all furniture is of high quality with areas in a good state of repair. All staff should be clear about their role and responsibilities for promoting a safe and clean environment. (See requirement 1).

Children's stages of development in each area had been considered to provide resources suitable to support their needs. Further consideration could be given to how children's individual interests and their natural curiosity and creativity could be extended. An enhanced understanding of how children learn and develop would support staff to create more enticing and interesting spaces for children to explore. We suggested the service review relevant best practice documents and guidance to support development of resources and areas, such as the loose parts play toolkit.

All children had access to enclosed outdoor areas where they developed their physical skills. Children showed us the potatoes they had planted and how they watered the flower beds. Further outdoor development could extend children's enjoyment and opportunities outdoors. The after school club outdoor area required a high level of repair and maintenance. Some resources and spaces had been damaged which meant they were not safe to use, and the gate was not secure. Steps should be taken to ensure all outdoor areas are secure, safe, and support children to enjoy the outdoors as part of their daily routine.

The service did not have appropriate risk assessments in place to support consistent and safe practice. These should be created in line with relevant guidance and monitored, to ensure they are effective and working as planned. (See area for improvement 1).

Requirements

1. By 29 July 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

b) 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).

Areas for improvement

1. To support children's health, safety and wellbeing, the provider should ensure risk assessments are developed. 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).

How good is our leadership?

3 - Adequate

We evaluated this quality theme as adequate as there were some strengths which had a positive impact, however there were weaknesses with key areas of performance which required improvement.

3.1 Quality assurance and improvement are led well

The manager was dedicated and committed to the service and engaged positively with the inspection process. They had the capacity to lead and direct the changes and improvements that have been identified in this report. Due to staff shortages, they were often required to support and provide cover within the playrooms. This had impacted on the time they had available to carry out planned improvements. The provider must ensure the manager is given enough time and support to implement their plans for development. This would allow children to benefit from a service committed to continuous improvement. (See requirement 1).

A recent team meeting had given the manager an opportunity to revisit and redevelop a shared vision for the service. This helped staff voice their views and reflect on their practice. Time should be found for more consistent team meetings. This would give the manager opportunities to create conditions that allow staff to have shared responsibility and be fully involved in changes that impact positively on children and families.

The manager had started to use the new quality framework for day care of children, childminding and school-aged childcare for self evaluation. It was not yet evident how these were resulting in identifying and sustaining improvement. More opportunities were required for the manager to work with staff to develop shared responsibility to continuous improvement. This could include developing leadership roles for staff. Quality assurance and self-evaluation processes should be further developed in partnership with all stakeholders. This will allow children, families, and staff to be meaningfully involved and share their views and ideas which can be used to develop the service. (See area for improvement 1).

Requirements

1. By 31 August 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)

Areas for improvement

1. To ensure children benefit from a service committed to continuous improvement, the provider should consider how self-evaluation and quality assurance systems can be developed. The self-evaluation process should involve and include the views of staff, children, and families.

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).

How good is our staff team?

3 - Adequate

We evaluated this quality theme as adequate as there were some strengths which had a positive impact, however there were weaknesses with key areas of performance which required improvement.

4.3 Staff deployment

Whilst the manager was aware of the importance of appropriate staffing ratios, there were significant gaps in specific skills and experience needed from staff to keep children safe. For example, some staff were task orientated at points across the day and children were not appropriately supervised and supported during their session. We observed one member of staff who was not appropriately supporting children whilst they played in the garden and other children were left with ineffective supervision whilst a member of staff communicated with a parent. This meant children were missing out on opportunities for high quality interaction from staff and were not being appropriately supervised. Communication and team working between staff should be improved to ensure positive outcomes for children. (See requirement 1).

We observed some staff working with children who had not been given enough guidance to support them to understand and meet children's needs. The service should use the ELC induction guidance to support all staff to develop positive relationships with children and families and understand their roles and responsibilities of their professional registration with the Scottish Social Services Council (SSSC). The manager should develop a clearer process of mentoring and supporting all staff, including temporary and agency staff.

Requirements

1. By 29 July 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 busier times of the day, such as mealtimes or arrival and departure times.

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).

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

Consideration could be given to further develop the use of electronic systems such as on-line journals. This would promote partnership working and enhance effective communication as parents would have better access to information about their children's learning and development.

This area for improvement was made on 19 May 2021.

Action taken since then

Progress could not be identified in this area for improvement and has been carried forward into this report. See area for improvement two in the first key question 'How good is our care, play and learning?'

Previous area for improvement 2

The manager and staff should ensure infection prevention and control measures are fully implemented to reduce the risk of transmission. This should include;

- improved hand washing with children so this is carried out for 20 seconds
- review the process in place for resources that are hard to clean

This area for improvement was made on 19 May 2021.

Action taken since then

Children were supported to wash their hands before snack and meal times. We raised some concerns around the lack of procedures to support effective infection control, therefore we have made a requirement in this area under the key question 'How good is our setting'.

Complaints

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

Detailed evaluations

How good is our care, play and learning?	3 - Adequate
1.1 Nurturing care and support	3 - Adequate
1.3 Play and learning	3 - Adequate

How good is our setting?	3 - Adequate
2.2 Children experience high quality facilities	3 - Adequate

How good is our leadership?	3 - Adequate
3.1 Quality assurance and improvement are led well	3 - Adequate

How good is our staff team?	3 - Adequate
4.3 Staff deployment	3 - Adequate

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