

Stompers Childcare Services Ltd Bridge of Don

Day Care of Children

Campus 3
Balgownie Science and Technology Park
Balgownie Drive, Bridge of Don
Aberdeen
AB22 8GW

Telephone: 01224 478 997

Type of inspection:
Unannounced

Completed on:
18 October 2022

Service provided by:
Stompers Childcare Services Limited

Service provider number:
SP2013012131

Service no:
CS2012310677

About the service

Stompers Childcare Services Ltd Bridge of Don is a day care of children service located in an industrial estate in Bridge of Don, Aberdeen. It is situated close to shops, green spaces and is accessible by public transport. The service is registered to provide care to a maximum of 106 children at any one time from three months to those not yet attending primary school.

The nursery is a large, detached building which comprises of four playrooms, two of which have an upper level. Nappy changing and toilets are accessible for children in each room and a separate sleep room is available for babies. Children have direct access from each playroom into the large garden. The youngest children have a separate garden which is accessed directly from their playroom. A soft play area is in the centre of the building which children can access with supervision and support from staff.

About the inspection

This was a follow up inspection which took place on Monday 17 October 2022 between 12:30 and 18:00 and Tuesday 18 October 2022 between 08:30 and 17:00. The inspection was carried out by three inspectors from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, information submitted by the service and intelligence gathered since the last inspection. To inform our evaluations we:

- spoke with children using the service
- spoke with six families
- spoke with staff and management
- observed practice and children's experiences
- reviewed documents.

Key messages

- Children experienced an improvement in the quality of interactions however, these were not always consistently positive.
- Children's personal plans were not always fully completed or used effectively to meet children's needs.
- Children experienced an environment which was clean and tidy.
- Quality assurance processes were in the very early stages of being developed and were yet to have a positive impact on improving children's outcomes and experiences.
- Children were kept safe as staff who worked in a post for which registration with a professional body was required were appropriately registered and safer recruitment guidance had been followed.
- Staff had a clearer understanding of their role and responsibilities. They worked together as a team to ensure staff were deployed appropriately to meet children's needs.
- Management did not demonstrate an understanding of their responsibilities as required notifications had not been submitted to the Care Inspectorate in line with guidance. This had the potential to put children at risk.

How good is our leadership?

An area for improvement in relation to investigations being carried out was made at the last inspection. A serious incident took place and was not investigated effectively or thoroughly. We identified significant gaps and found there was no assessment or evaluation of the information gathered. This meant a well-informed conclusion had not been reached and actions had not been identified to support children's wellbeing. This had the potential to put children at risk and impact upon improvements needed to keep children safe and protected. Due to the ineffectiveness of the investigation and the potential impact on children's safety, a requirement has been made.

Requirements

1. By 21 November 2022, the provider must ensure that children are safe and protected. To do this, the provider must at a minimum:

- a) ensure that there are clear, robust, and effective procedures in place where complaints or concerns are raised by families or others.
- b) ensure that procedures and relevant information is shared with families, staff and other agencies involved in the service.
- c) keep a record of any complaint or concern made, the investigation report, the outcome, and the actions taken.
- d) ensure that a thorough investigation is carried out and actions identified are addressed timeously.
- e) ensure that the complainant is provided with a detailed response with any actions to be taken within the required timescale.

This is to comply with Regulation 4(1)(a) (Welfare of users) and Regulation 18 (Complaints) of the Social Care and Social Work and Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI 2011/2010).

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 which is managed and well led.' (HSCS 4.23).

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 16 September 2022, the provider must ensure children's care and wellbeing needs are met by ensuring staff have the right skills and attributes. To do this the provider must, at a minimum, ensure staff are supported to:

- a) develop their skills in high quality interactions ensuring children experience consistently positive interactions.
- b) effectively enable children to facilitate and extend their own play.

This requirement was made on 24 June 2022.

Action taken on previous requirement

Children experienced an improvement in the quality of interactions however, these were not always consistently positive.

Babies experienced gentle, caring and nurturing interactions from staff which supported them to settle and meet their emotional needs. Staff recognised the importance of attachments and supported children to create bonds.

Children were encouraged and supported by staff to be independent at lunchtime. However, at times, staff were task focused and did not always sit with children. As a result, staff shouted across the tables to get children's attention which meant children did not consistently have a positive and nurturing experience.

Children's dignity and privacy was not always respected. For example, sensitive information about children's needs was shared loudly across the playroom, and on one occasion, a child had to wait to go to the toilet. This did not uphold and respect children's rights and support their wellbeing.

Some children were supported to develop aspects of their learning, for example mathematical concepts such as predicting, problem solving and developing their understanding and language. However, some staff did not have a clear understanding of aspects of children's development for example, they did not recognise or respond to children's schematic play. This meant that children were not always effectively supported to achieve their potential.

This requirement has not been met. As some progress had been made, we have extended the timescale to 30 December 2022.

Not met

Requirement 2

By 22 July 2022, the provider must ensure children's care, welfare and development needs are met by developing children's personal plans and ensuring staff use this information effectively. To do this, the provider must, at a minimum, ensure:

- a) personal plans set out children's current needs and how they will be met.
- b) all staff are aware of and understand the information within the personal plans, including support strategies, and use this to effectively meet each child's needs.
- c) personal plans are regularly reviewed and updated in partnership with parents.
- d) chronologies are recorded accurately, include detail and action is taken promptly by staff, where needed, to protect children.

This requirement was made on 24 June 2022.

Action taken on previous requirement

Babies had new 'All about me' plans in place which supported a shared understanding of their needs and promoted continuity of care. However, some personal plans for older children contained limited information and did not include support strategies which meant their needs were not consistently met. Where personal plans had more detailed information, staff did not always use this to effectively meet children's needs, choices and wishes.

Some families had begun to be involved in reviewing and updating personal plans however this was in the early stages. Chronologies had not been effectively completed to ensure that children were safe and protected. There were significant gaps in the information recorded around concerns and insufficient action taken to promote children's safety.

We signposted the management team to the 'Guide for Providers on Personal Planning' and 'Practice Guide to Chronologies'. They agreed to take up the offer for the Care Inspectorate to provide improvement support and intend to keep the Care Inspectorate up to date with progress.

This requirement has not been met. Whilst some progress had been made, there were inconsistencies across the nursery in the effective use of personal planning. We have therefore extended the timescale to 30 December 2022.

Not met

Requirement 3

By 20 July 2022, the provider must ensure that children experience an environment which is safe and clean. To do this, they must, as a minimum:

- a) review the environment for potential risks and take action to address these.
- b) clean areas which are visibly dirty or remove items that cannot be effectively cleaned.
- c) tidy the setting, including the removal of rubbish and damaged toys and resources.
- d) implement an effective system to audit the environment and ensure actions identified are appropriately and timeously addressed.

This requirement was made on 24 June 2022.

Action taken on previous requirement

Children experienced an environment which was clean, safe, and tidy. Improvements had been made throughout the nursery to clean areas which were visibly dirty and remove rubbish, damaged toys, and resources. As a result, the environment was more welcoming and inviting.

Areas of the setting were well maintained and safe as staff carried out risk assessments to effectively audit the environment. For example, they identified areas outdoors that were slippery and used an alternative area which helped to keep children safe.

This requirement has been met.

Met - within timescales**Requirement 4**

By 16 September 2022, the provider must ensure improved outcomes for children by implementing effective and robust quality assurance processes. To do this the provider must, at a minimum, ensure:

- a) regular, effective, and focused monitoring is carried out across the setting
- b) robust audits are developed and implemented, and any actions are addressed promptly
- c) clear and effective plans are developed to maintain and improve the service
- d) the management team effectively monitors the work of each member of staff and the service as a whole.

This requirement was made on 24 June 2022.

Action taken on previous requirement

Quality assurance processes were in the very early stages of being developed and were yet to have a positive impact. Minimal monitoring had taken place of staff practice and as a result, there was limited evidence to demonstrate how this was supporting improved outcomes for children.

A quality assurance calendar had been developed but was not yet being used effectively to support improvements. For example, audits had not always been carried out when they were planned, and it was unclear who was responsible for each area of quality assurance. A lack of effective planning and accountability meant that improvements were not being made promptly.

An improvement plan had been developed following the previous inspection. This highlighted some challenges which were impacting on changes and progress being made promptly. There was a positive start in identifying actions, however, actions must be taken to improve the experiences and outcomes for children.

This requirement has not been met. Whilst some systems have been developed, they are not yet effective and having a positive impact on outcomes for children. We have therefore extended the timescale to 30 December 2022.

Not met

Requirement 5

By 16 September 2022, to keep children safe, the provider must put effective systems in place to ensure that only staff who are appropriately registered with a professional body carry out work in the service in a post for which registration is required.

This requirement was made on 24 June 2022.

Action taken on previous requirement

Children were kept safe as all staff who worked in a post for which registration with a professional body was required were appropriately registered.

This requirement has been met.

Met - within timescales

Requirement 6

By 16 September 2022, the provider must ensure children are safe and the service is effectively managed by ensuring the required notifications are made to the Care Inspectorate in line with guidance.

This requirement was made on 24 June 2022.

Action taken on previous requirement

Required notifications had not been submitted to the Care Inspectorate in line with regulations and guidance. This demonstrated a poor understanding of the provider and management team's responsibilities to keep children safe and protected. We informed the manager of their responsibility to submit the required notifications and they agreed to ensure that this was actioned. We signposted the management team to 'Records that all registered care services (except childminding) must keep and guidance on notification reporting'.

This requirement has not been met and we have therefore extended the timescale to 21 November 2022.

Not met

Requirement 7

By 5 August 2022, the provider must ensure that children are effectively supported by staff who have the right skills and qualities. They must, as a minimum,

- a) review the skill mix of staff across the setting
- b) define clear roles and responsibilities for staff and management team
- c) review and make appropriate changes to staff deployment to improve experiences for children.

This requirement was made on 24 June 2022.

Action taken on previous requirement

Staff skill mix across the setting had been reviewed and appropriate changes had been made. The management team had reflected on the impact this was having on children's experiences and made additional changes to improve their experience.

Job descriptions had been updated to support staff and management to have a clearer understanding of their roles and responsibilities. Staff communicated well together, with room leaders taking responsibility for the delegation of duties. As a result, staff worked as a team to provide more positive experiences for children.

Management had reviewed and made changes to staff deployment to improve children's experiences. Children were supported by the right number of staff to meet their needs.

This requirement has been met.

Met - within timescales

Requirement 8

The provider must ensure that, by 22 July 2022, children are safe and protected. In order to achieve this the provider must ensure that staff are recruited in a safe manner in line with best practice and that all relevant checks are carried out timeously.

This requirement was made on 24 June 2022.

Action taken on previous requirement

Children were protected as staff were recruited in line with best practice including relevant checks being carried out prior to staff starting in the service. We suggested how information could be better recorded to ensure it was clear and easy to understand. This would improve the ease of auditing the recruitment process to keep children safe.

This requirement has been met.

Met - within timescales

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

To enable all children to be cared for in an environment that meets their needs and supports them to reach their full potential, the manager and staff should as a minimum ensure:

- a) all children experience an environment that is welcoming, well furnished, comfortable, and homely
- b) play spaces offer a range of resources and materials to effectively challenge and stimulate children and reflect their current interests and curiosities, both indoors and outdoors.

This area for improvement was made on 24 June 2022.

Action taken since then

Children experienced a more welcoming and inviting environment. As a result, children were more engaged in play spaces such as the home corner. Tables and chairs had been replaced and were more homely and child sized which improved children's mealtime experience.

Further progress was needed to continue to build on loose parts, interesting and exciting objects to promote curiosity and wonder and the development of cosy areas to enable children to have peaceful spaces to rest and relax.

This area for improvement has not been met and will be continued.

Previous area for improvement 2

To support children and families to be meaningfully involved in developing the service, the manager and staff should seek regular feedback from them and use this to improve the quality of experiences.

This area for improvement was made on 24 June 2022.

Action taken since then

Families had the opportunity to visit and explore the nursery at an open day. However, there were limited ways for families to share their ideas, views, and suggestions on improving and developing the service. Further open days were planned, and we discussed with the management team how they could use this as an opportunity to gather feedback from families to inform the development of the service in a meaningful way.

This area for improvement has not been met and will be continued.

Previous area for improvement 3

To ensure children and families experience positive outcomes, investigations should be thoroughly and effectively carried out following a clear policy and procedure. The manager should ensure staff carrying out investigations are skilled and competent to do so.

This area for improvement was made on 24 June 2022.

Action taken since then

The provider has not met this area for improvement and we have made a requirement under quality indicator 3.1.

Complaints

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

To find out more

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Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

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