

## Flexible Childcare Services - NESCOL Day Care of Children

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Telephone: 01346 511 617

**Type of inspection:**  
Unannounced

**Completed on:**  
8 February 2023

**Service provided by:**  
Flexible Childcare Services Scotland  
SCIO

**Service provider number:**  
SP2019013370

**Service no:**  
CS2019376983

## About the service

Flexible Childcare Services - NESCOL is registered to provide an early learning and childcare service to a maximum of 30 children at any one time not yet attending primary school. Of those 30, no more than six may be aged under two years.

The service is accommodated in a self contained unit within the grounds of North East Scotland College (NESCOL) - Fraserburgh Campus. The children have access to a large playroom, baby room, and outdoor play area.

## About the inspection

This was a follow up inspection which took place on 8 February 2023. The inspection was carried out by one inspector 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.

In making our evaluations of the service we:

- spoke with children using the service
- spoke with two of their parents/carers
- spoke with staff and management
- spoke with visiting professionals
- observed practice and daily experiences
- reviewed documents.

## Key messages

- Children were kept safe and protected by the manager and staff who had a clear understanding of their role and responsibilities in relation to safeguarding children.
- Positive changes to snack and mealtimes meant children experienced a more relaxed and unhurried atmosphere. They were provided with an improved variety of foods, however these did not always meet the nutritional guidance 'Setting the Table'.
- Children benefited from improvements to the learning environment. Further development, including improvements to the outdoor area, were planned.
- Children were supported by caring staff who had undertaken some training to develop their skills and knowledge when supporting children's learning.
- Quality assurance processes and self evaluation were in the early stages of promoting continuous improvement and good outcomes for children.

## 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?	2 - Weak
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?

2 - Weak

At the previous inspection, we made two requirements and two areas for improvement.

One requirement has been met and one requirement has been extended to 17 April 2023.

One area for improvement has been met and one area for improvement has been restated.

### Requirements

1. By 17 April 2023, the provider must ensure children are kept well and healthy. To do this, the provider must, at a minimum:

- a) Ensure children are provided with well balanced meals that are nutritious and appetising.
- b) Ensure meals are appropriate for the age and stage of children's development.
- c) Ensure that there are alternative options for children to choose.
- d) Ensure that meals and snacks are at a time for supporting children's social development and learning.

This is to comply with Regulation 4(1)(a) (Welfare of users); Regulation 7(2)(c) (Fitness of managers); and Regulation 9(2)(b) (Fitness of employees) 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 can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning' (HSCS 1.33).

The provider and manager may find the following document useful to support them in meeting this requirement:

'Setting the Table' (available at: <http://www.healthscotland.com/uploads/documents/30341-Setting the Table.pdf>).

### Areas for improvement

1. To support children's learning and development, the manager and staff should ensure children experience high quality play and learning relevant to their age and stage of development. This should include ensuring staff are knowledgeable and trained in supporting children's learning and use this to plan meaningful play experiences.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'As a child, I have fun as I develop my skills in understanding, thinking, investigation, and problem solving, including through imaginative play and storytelling' (HSCS 1.30).

**How good is our setting?****3 - Adequate**

At the previous inspection, we made two areas for improvement.

One area for improvement has been met and the other area for improvement has been restated.

**Areas for improvement**

1. To support children's learning and development, the manager and staff should ensure the environment is equipped and resourced to facilitate children's imagination, enquiry, and curiosity. This should include, but not be limited to, literacy and numeracy, sensory play, and creative play.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am able to access a range of good quality equipment and furnishings to meet my needs, wishes, and choices' (HSCS 5.23).

**How good is our leadership?****3 - Adequate**

At the previous inspection, we made one area for improvement.

Some progress has been made but this has not yet fully impacted on practice. Therefore, this area for improvement has been restated.

**Areas for improvement**

1. To support positive and improved outcomes for children and families, the provider should ensure effective quality assurance systems are fully embedded into practice. This should include, but not be limited to, ensuring effective quality assurance, self evaluation, and improvement plans are in place which involve staff, children, and parents and lead to continuous improvement.

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

At the previous inspection, we made one area for improvement.

Continued staff training, including support to less experienced staff was ongoing. Therefore, this area for improvement has been restated.

**Areas for improvement**

1. To support and meet children's needs and promote positive outcomes for children, the provider should improve the deployment of staff. This should include, but not be limited to, ensuring the manager is supernumerary and staff are skilled and competent in supporting children's health, wellbeing, and learning.

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, are able to reflect on their practice, and follow their professional and organisational codes' (HSCS 3.14).

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

### Requirements

#### Requirement 1

By 30 September 2022, the provider must ensure children are kept well and healthy. To do this, the provider must, at a minimum:

- a) Ensure children are provided with well balanced meals that are nutritious and appetising.
- b) Ensure meals are appropriate for the age and stage of children's development.
- c) Ensure that there are alternative options for children to choose.
- d) Ensure that meals and snacks are at a time for supporting children's social development and learning.

This is to comply with Regulation 4(1)(a) (Welfare of users); Regulation 7(2)(c) (Fitness of managers); and Regulation 9(2)(b) (Fitness of employees) 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 can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning' (HSCS 1.33).

The provider and manager may find the following document useful to support them in meeting this requirement:

'Setting the Table' (available at: <http://www.healthscotland.com/uploads/documents/30341-Setting the Table.pdf>).

**This requirement was made on 12 September 2022.**

#### Action taken on previous requirement

Changes to snack procedures, including the times when it was offered, meant all children were able to participate and enjoy a more relaxed experience.

Children were offered a range of foods from lunch menus which were planned in advance. Most meal choices were nutritious and appropriate for the age and stage of the children. Staff told us children were given an alternative if they did not like the food offered, helping to ensure everyone had something to eat and drink. However, during inspection children were offered macaroni pies which did not meet the

nutritional guidance 'Setting the Table'. There were limited learning opportunities during mealtimes and the manager advised staff training to promote this further was ongoing.

This requirement had not been fully met and has been extended until 17 April 2023.

The manager advised they were having continued discussion with the external caterers to ensure all menu choices are nutritious, healthy, and suitable for the age and stage of the children.

### Not met

## Requirement 2

By 10 October 2022, the provider must ensure children are safeguarded and protected from harm. To do this, the provider must, at a minimum:

- a) Ensure the manager and staff have the required skills and knowledge in relation to recognising and responding to child protection concerns.
- b) Ensure the manager and staff are competent and knowledgeable about national, local, and the service's own child protection procedures and 'Getting it Right for Every Child' (GIRFEC).
- c) Ensure the manager and staff are competent in completing chronologies and use these to take appropriate action to support children and their families.

This is to comply with Regulation 4(1)(a) (Welfare of users); Regulation 7(2)(c) (Fitness of managers); and Regulation 9(2)(b) (Fitness of employees) 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 am protected from harm, neglect, abuse, bullying, and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20).

**This requirement was made on 12 September 2022.**

### Action taken on previous requirement

The manager and staff had undertaken training to ensure they had the required skills and knowledge in relation to recognising and responding to child protection concerns.

During discussion, they demonstrated a good knowledge of protecting children from harm and abuse and were competent and knowledgeable about national, local, and the service's own child protection procedures and GIRFEC.

Chronologies were used effectively to ensure children and their families were provided with the supported they needed.

### 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 support children's health and wellbeing, the provider should ensure children's personal plans contain relevant and up-to-date information and that staff are aware of and use this to meet children's needs, wishes, and choices.

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).

**This area for improvement was made on 12 September 2022.**

#### Action taken since then

The personal plan format had been changed to reflect children's achievements and progress was linked to the wellbeing indicators. This meant staff were more aware of children's needs and how best to support them.

Children's personal plans had been reviewed and updated, ensuring the information was current and up-to-date.

This area for improvement has been met.

#### Previous area for improvement 2

To support children's learning and development, the manager and staff should ensure children experience high quality play and learning relevant to their age and stage of development. This should include ensuring staff are knowledgeable and trained in supporting children's learning and use this to plan meaningful play experiences.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'As a child, I have fun as I develop my skills in understanding, thinking, investigation, and problem solving, including through imaginative play and storytelling' (HSCS 1.30).

**This area for improvement was made on 12 September 2022.**

#### Action taken since then

Staff had undergone recent training in observation, learning, and assessment. However, this had not yet fully impacted on the children's experiences.

This should now be fully embedded into practice to ensure a consistent approach when supporting children's learning and development.

This area for improvement is ongoing.



### Previous area for improvement 3

To support children's health and safety, the provider and manager should ensure staff implement effective infection prevention and control practices.

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, are able to reflect on their practice, and follow their professional and organisational codes' (HSCS 3.14).

**This area for improvement was made on 12 September 2022.**

#### Action taken since then

Changes to the way the room was used supported better infection prevention and control practices. This meant the sink areas were easier to keep clean and less cluttered.

We observed good handwashing prior to eating and children were given a warm, individual flannel to clean their mouths after lunch.

This area for improvement has been met.

### Previous area for improvement 4

To support children's learning and development, the manager and staff should ensure the environment is equipped and resourced to facilitate children's imagination, enquiry, and curiosity. This should include, but not be limited to, literacy and numeracy, sensory play, and creative play.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am able to access a range of good quality equipment and furnishings to meet my needs, wishes, and choices' (HSCS 5.23).

**This area for improvement was made on 12 September 2022.**

#### Action taken since then

The playroom looked inviting with a range of resources which could be easily accessed by the children. This supported children's choice and independent play.

The removal of the large sofa meant children could be more easily supervised with more room to play and move around safely.

However, outdoor play opportunities could be better facilitated. The manager advised continued development of the environment was ongoing.

This area for improvement is ongoing.

### Previous area for improvement 5

To support positive and improved outcomes for children and families, the provider should ensure effective quality assurance systems are fully embedded into practice. This should include, but not be limited to, ensuring effective quality assurance, self evaluation, and improvement plans are in place which involve staff, children, and parents and lead to continuous improvement.

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

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

**This area for improvement was made on 12 September 2022.**

## Action taken since then

The manager had worked hard to improve the outcomes for children and ensure their safety.

They had developed a quality assurance calendar and were working with the local authority to support improvement to the service. Quality assurance practices had been identified but as yet had not been fully implemented.

This area for improvement is ongoing.

## Previous area for improvement 6

To support and meet children's needs and promote positive outcomes for children, the provider should improve the deployment of staff. This should include, but not be limited to, ensuring the manager is supernumerary and staff are skilled and competent in supporting children's health, wellbeing, and learning.

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, are able to reflect on their practice, and follow their professional and organisational codes' (HSCS 3.14).

**This area for improvement was made on 12 September 2022.**

## Action taken since then

New staff had been recruited, ensuring the manager was now supernumerary. This meant children were supported by enough staff to meet their needs.

However, some staff were less experienced and were continuing to develop their skills in supporting children.

This area for improvement is ongoing.

## 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).

## Detailed evaluations

How good is our care, play and learning?	2 - Weak
1.1 Nurturing care and support	2 - Weak
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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