

Tiddlywinks Nursery School

Day Care of Children

Liff Road
Muirhead
Dundee
DD2 5QF

Telephone: 01382 581 581

Type of inspection:
Unannounced

Completed on:
26 January 2023

Service provided by:
Moorhead Nursery Ltd trading as
Tiddlywinks Nursery School

Service provider number:
SP2012011769

Service no:
CS2012306143

About the service

Tiddlywinks Nursery School is daycare of children service, registered to provide care to a maximum of 67 children. Of those 67 no more than 10 are aged under 2 years; no more than 10 are aged 2 years to under 3 years; no more than 22 are aged 3 years to those not yet attending primary school and no more than 25 are attending primary school.

Other conditions unique to the service include:

- The use of the door from the main playroom for children aged 0 - 2 years is prohibited as a main entrance/exit.
- Primary School age children will be accommodated at the following premises:
Birkhill Primary School, Dronley Road, Birkhill, DD2 5QD
The Scout Hall, Liff Road, Muirhead, DD2 5QF
- From 3 August to 16 October 2020, primary school age children may be accommodated within the nursery premises from 08:00 to 08:45.

The nursery operates from a single storey detached premises in the rural area of Muirhead, Angus. The children are accommodated within three playrooms designated for different age groups of children. There is a small office and a separate small staff room. The cook prepares meals and snacks in the nursery kitchen. The children have access to three small, fully enclosed outdoor areas that are accessible from the main playroom, the snack and lunchroom and the baby room. The nursery has a secure door entry system in place.

About the inspection

This was an unannounced, follow up inspection which took place on 26 January 2023 between 08:30 and 16:45. Two inspectors carried out the inspection. 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.

In making our evaluations of the service we:

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

Key messages

All requirements and areas for improvement identified at the last inspection had been met.

The management team worked well to coordinate improvements within the setting. As a result, children's safety and outcomes had improved.

The service was receptive to our feedback and showed an ongoing commitment to continuing to develop their practice.

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

Requirements

Requirement 1

By 31 October 2022, the provider must ensure children's medical needs are safely managed.

To do this, the provider must, at a minimum ensure:

- a) comprehensive medical protocols are in place for children who require them;
- b) medical permission forms are fully completed by parents and carers prior to the administration of medication;
- c) medication administered is accurately recorded; and
- d) staff are knowledgeable and competent in relation to the recording and storage of medication.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI 2011/210) 4(1)(a) - Requirements to make proper provision for the health and welfare of service users.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: 'Any treatment or intervention that I experience is safe and effective.' (HSCS 1.24)

This requirement was made on 12 August 2022.

Action taken on previous requirement

a) The manager had improved the management of medication. Relevant checks of medication stored on the premises were carried out monthly. Staff were clear on procedures of accepting medication and used a mix of physical and electronic paperwork to record information in relation to children's medication. This had the potential to cause confusion if information was in two places. We advised management to monitor this carefully during this test of change. This would ensure children's received the right treatment at the right time.

b) All medication permission forms we sampled were accurately completed by staff and parents. Staff we spoke to had a good understanding of the reason for medication and how it should be administered. This promotes children's health.

c) Administration of medication paperwork had improved and now included information in line with guidance. Management monitored staff practice to ensure new procedures were carried out well. This allowed parents and children to be confident that any treatment they received was safe and right for them.

d) All staff we spoke to were confident in the storage and management of medication. In-house training had taken place to build on staffs knowledge and understanding of the services medication policy and procedures. The management team had worked well to address areas for improvement to keep children safe and healthy.

Met - within timescales

Requirement 2

By 14 November 2022, the provider must ensure that the privacy and dignity of children is respected.

To do this, the provider must, at a minimum ensure:

- a) the removal of nappy changing area in the baby room;
- b) the main nappy changing area is of an appropriate standard to meet children's needs;
- c) children receive a nurturing and supportive experience during personal care; and
- d) staff carry out effective infection prevention and control practices to keep children and staff safe.

It is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/10) Regulation 4 (1)(b)(d) Welfare of Users .

This is to ensure care and support is consistent with the Health and Social Care Standards, which state that: 'If I require personal care, this is carried out in a dignified way, with my privacy and personal preferences respected.' (HSCS 1.4).

This requirement was made on 12 August 2022.

Action taken on previous requirement

The manager had improved children's experiences during personal care, such as nappy changing. The nappy changing unit had been removed from the main play area to respect children's dignity. Staff said the benefits included better dignity for children during changes and more space in the baby room for children to be active and explore.

The manager had used current guidance on nappy changing facilities to improve children's experiences. For example, the weight restriction of the unit was considered to ensure it was safe for all children who used it. The toilet seat within the space was not covered, which posed infection control risks. The management agreed to address this in line with infection prevention and control guidance and risk assess appropriately. This would further enhance children's safety.

Management had implemented regular reviews of the nappy changing area and staff practice to ensure children experience privacy and dignity. Staff confidently spoke about how they ensured nappy changing was a nurturing experience for children and this was observed during inspection.

Met - within timescales

Requirement 3

By 31 October 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; and
- c) personal plans are regularly reviewed and updated in partnership with parents and carers

This is to comply with Regulation 5(2)(a) and (b) (Personal plans) of the Social Care and Social Work and Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI 2011/2010)

This is to ensure 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 'My care and support meets my needs and is right for me' (HSCS 1.19).

This requirement was made on 12 August 2022.

Action taken on previous requirement

The manager had improved children's personal plans to promote effective care and support.

- a) Staff regularly reviewed children's plans with parents to ensure information was up to date. Post its were included to share information promptly. Some examples of the adults role in care, such as supporting a child to develop their walking and climbing skills were evident. These could be extended to provide clearer strategies to support progress and consistency of care.
- b) All staff we spoke to were aware of and understood the information within the personal plans. This supported children to experience consistent care by staff who knew them well.
- c) We found personal plans were regularly reviewed and updated in partnership with parents and carers. Parents wishes were clearly set out and acknowledged by staff. This supported children to experience care that was right for them.

Met - within timescales

Requirement 4

By 31 October 2022, the provider must ensure they keep children and staff safe and healthy by ensuring they reduce the risk of harm caused by unreasonable room temperatures.

To do this, the provider must, at a minimum:

- a) ensure the temperature of rooms are effectively monitored and stay within the legal requirements concerning the health, safety and welfare of children and staff;
- b) ensure staff are aware of measures in place to protect children from dehydration, heat stress and cold stress; and
- c) ensure they regularly monitor these measures, take account of the use of equipment, and reflect children and staff's needs, wants and wishes.

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 care and support is consistent with the Health and Social Care Standards which state that: 'My environment has plenty of natural light and fresh air, and the lighting, ventilation and heating can be adjusted to meet my needs and wishes.' (HSCS 5.19).

This requirement was made on 12 August 2022.

Action taken on previous requirement

The temperature of rooms were effectively monitored and stayed within the legal requirements concerning the health, safety and welfare of children and staff. Staff told us they felt this was well managed and if they needed, they were able to adjust the temperature.

b) Water was regularly offered or accessible to children. Staff were aware of measures in place to protect children from dehydration, heat stress and cold stress following informal training. This promoted children's health.

c) To ensure they regularly monitored these measures, management had carried out audits to maintain good standards within the environment. A new fan had been ordered to improve conditions within the baby room. This respected the health and comfort of children and staff.

Met - within timescales

Requirement 5

By 31 October 2022, to ensure children and families experience positive outcomes, the provider must ensure that investigations are carried out thoroughly and effectively.

This includes, but is not limited to

- a) following a clear policy and procedure for investigating complaints, concerns and incidents;
- b) ensure that staff who carry out investigations are skilled and competent to do so; and
- c) learning is taken forward to promote culture of continuous improvement.

This is to comply with Regulation 4 (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 care and support is consistent with the Health and Social Care Standards which state that: 'I am supported to give regular feedback on how I experience my care and support and the organisation uses learning from this to improve.' (HSCS 4.8).

This requirement was made on 12 August 2022.

Action taken on previous requirement

a) Procedures had been updated that promoted a systematic approach to investigations, including a flow chart and report form. This provided a clear and fair process for all staff to follow in the event of a concern, complaint or incident.

b) The manager had worked with other professionals to enhance the knowledge and understanding of investigations. This resulted in improved confidence and skills.

c) The new procedures encouraged deeper reflection and evaluation in response to complaints, concerns or incidents. Management were clear on how they would share any future learning with the team to drive a culture of continuous improvement. This allowed for improvements to be well led.

Met - within timescales

Requirement 6

By 25 November 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; observations system
- c) clear and effective plans are developed to maintain and improve the service; and
- d) the management team effectively monitors the work of each member of staff and the service as a whole.

This is to comply with the - Regulation 3 Principles and Regulation 15 (a) and (b) Staffing of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure care and support is consistent with the Health and Social Care Standards 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 requirement was made on 12 August 2022.

Action taken on previous requirement

- a) A quality assurance calendar was in place that supported the management team to carry out regular monitoring of practice such as, management of medication and observations of the environment.
- b) Robust audits were developed and implemented, and any actions were addressed promptly. For example, flooring in the baby room was faulty and management were proactive in repairing this.
- c) A clear and effective plan had been developed to maintain and improve the service. Staff proudly shared the improvements within the service and were confident in what developments were ongoing. This promoted a shared vision within the service.
- d) The management team were developing how they monitored the work of each member of staff and the service as a whole. Peer observations were being introduced to support positive collaborative working. Staff were encouraged to critically evaluate training opportunities to consider the impact on their practice and children's outcomes. Actions following peer observations and training evaluation were not always recorded. This would support improvement and provide clearer roles and responsibilities.

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 ensure children's safety, the provider should minimise foods given to children that pose choking risks.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: 'I can enjoy unhurried snack and mealtimes in as relaxed an atmosphere as possible.' (HSCS 1.35)

This area for improvement was made on 12 August 2022.

Action taken since then

The risk of children choking had been minimised. The nursery chef had shared guidance with the team and changed the menu as a result. Additional guidance had been shared with staff, including how to administer first aid in the event of a child choking. This promoted children's safety.

This area for improvement has been met.

Previous area for improvement 2

To support children to achieve their potential, the provider should improve the tracking and recording of children's development to inform purposeful and meaningful play and learning experiences.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: 'I get the most out of life because the people and organisation who support and care for me have an enabling attitude and believe in my potential.' (HSCS, 1.6).

This area for improvement was made on 12 August 2022.

Action taken since then

Management had added weekly reviews of planning and observation to the quality assurance calendar. This resulted in staff who required support, benefitting from further professional development opportunities. This had a positive impact on children's care, play and learning.

This area for improvement has been met.

Previous area for improvement 3

To support children's health and wellbeing, the provider should ensure staff promote safe sleep procedures.

This includes, but is not limited to:

- a) ensuring children have access to equipment that meets their needs and is conducive to safe sleep; and
- b) staff follow effective infection prevention and control procedures that reduce spread of infection.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: 'My environment is secure and safe' (HSCS 5.17) and 'I am able to access a range of good quality equipment and furnishings to meet my needs, wishes and choices.' (HSCS 5.21)

This area for improvement was made on 12 August 2022.

Action taken since then

Safe sleep procedures were observed in practice;

a) Children had access to equipment, such as blankets, platforms and cots that met their needs and were conducive to safe sleep. This ensured children were safe.

b) Staff followed effective infection prevention and control procedures, for example, blankets were stored in boxes, with lids. This reduced any potential spread of infection.

This area for improvement has been met.

Previous area for improvement 4

To support children's care and support, the provider should improve staffing arrangements to ensure children's individual care and support needs are considered.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: 'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event.' (HSCS, 4.14).

This area for improvement was made on 12 August 2022.

Action taken since then

Management had improved staffing arrangements to consider the needs of children attending. Following consultations with parents, times were agreed to provide a better understanding of when children will arrive and leave the service. This enabled the manager to deploy more staff during busier times, if needed.

Key groups were established to promote consistency for children and ensure they were cared for by a familiar adult.

This area for improvement has 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.

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11 Riverside Drive
Dundee
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