

Spring Oscars @ Nether Currie Day Care of Children

Nether Currie Primary School
23 Thomson Crescent
Currie
EH14 5JR

Telephone: 07971095163

Type of inspection:
Unannounced

Completed on:
31 January 2023

Service provided by:
Out of School Scotland Limited

Service provider number:
SP2007009266

Service no:
CS2015340051

About the service

Spring Oscars @ Nether Currie is registered to provide care to a maximum of 40 primary school aged children at any one time.

The service is located in the residential area of Currie, Edinburgh and is close to transport links, shops, parks and other local amenities.

The service operates from Nether Currie Primary School and they have use of the hall, toilet facilities and direct access to the school grounds for outdoor play.

About the inspection

This was an unannounced inspection which took place on 26 January 2023 between the hours of 14:30 and 18:00. We also returned to continue with the inspection on 27 January 2023 between the hours of 11.30 and 2:45.

The inspection was carried out by one inspector from the Care Inspectorate.

This was a follow up inspection to assess the progress on the five requirements and seven areas for improvement made at the last inspection which was completed on 14 June 2022.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, 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 staff and the manager
- observed practice, daily routines and children's experiences
- reviewed documents in the service.

We asked the manager to distribute an email to 16 families on our behalf to provide them with the opportunity to give us their views about the service. Feedback received included information about children's activities, snack routine and communication.

We provided feedback to the manager, the provider's senior operations manager and the provider's quality manager on Tuesday 31 January 2023 by video call.

Key messages

The service had not met the five requirements made at the previous inspection and these were reinstated with extensions to the timescales.

The service had met one of the seven areas for improvement made at the previous inspection. The six unmet areas for improvement were reinstated.

Whilst some progress had been made, further improvements were needed to meet the five requirements and six areas for improvement that remained outstanding. This included:-

Improvements must be made to ensure that children's personal plan information clearly outlines all the necessary information to support their wellbeing.

The provider must ensure that medication information is clearly and accurately documented for all children with known medication needs to support their health and wellbeing.

Further improvements were needed to ensure that the resources are well-presented, age appropriate and take into account children's interests and choices.

Improvements must be made to ensure that the environment has been effectively risk assessed, making it safer for children.

Improvements must be made by the provider to ensure that staff are appropriately deployed and skilled. This is to support a consistent approach, build on relationships and ensure a high quality environment and positive experiences for all children.

Further improvements were needed to ensure the consistency of staff practice.

The provider must make improvements to ensure that quality assurance processes help self evaluation and a culture of improvement.

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

Requirements

Requirement 1

By 20 August 2022, to ensure children's safety, health and wellbeing, the provider must ensure that children's personal plan information is up to date and contains the necessary information. Personal plan information must reflect children's needs and record specific strategies to support their wellbeing. Personal plans must be reviewed with families at least once in every six months.

This is to comply with Regulation 5 (2) (a) (b) 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 my 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 requirement was made on 14 June 2022.

Action taken on previous requirement

Since the previous inspection some progress had been made. New registration forms had been completed by families in August 2022 and these were due to be reviewed with them in February 2023. To support the gathering of information about children's needs, new personal plan templates had been developed and these were due to be implemented in the service. This included gathering 'all about me' information.

At this stage, personal plan information did not clearly reflect children's individual needs or record the specific strategies in place to support their wellbeing. For example, dietary requirements. Currently there was not a consistent approach to the location of children's personal plan information. Some children's information was solely online and for other children this was located partially online and in a folder. This meant that there was the potential for staff not to be able to access all the necessary information needed to support children's individual needs.

Personal plans must clearly outline the strategies needed to support children. There must be a consistent approach to the documenting and storing of personal plan information to ensure that it is up to date and contains the necessary information. This is to ensure staff can effectively plan for children's care and support needs.

We have restated this requirement with an extended timescale of 28 February 2023.

Not met

Requirement 2

By 10 August 2022, to ensure children's health and wellbeing, the provider must ensure that medication information is clearly and accurately documented for all children with known medication needs. This must include ensuring the correct name of medication is documented, the location of medication and how individual needs are to be supported including any emergency measures to be taken.

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:

'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

This requirement was made on 14 June 2022.

Action taken on previous requirement

Since the inspection, some progress had been made. Children's medication held on the premises was clearly labelled. However, not all children's medication was on the premises. We were advised that this was being

renewed and would be in place prior to their attendance. Medication must be reviewed regularly by the service in order to monitor the expiry dates so that parents have advance notice to replace this.

Some children's medication information was online and some children's information had been printed. This meant that there was the potential for information to be missed as staff had to access information about how to support children's needs in different places. To assist with consistency, new forms had been developed and the service was due to implement these. This would help ensure that where children have any medical needs and associated medication, this would be clearly documented along with the support strategies needed.

We have restated this requirement with an extended timescale of 28 February 2023.

Not met

Requirement 3

By 30 August 2022, to support a safe environment for children, the provider must develop effective written risk assessment information outlining how potential risks have been minimised. This should include ensuring that daily and written risk assessments are reflective of the environment and current practice decisions.

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 environment is safe and secure' (HSCS 5.17) and 'I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment' (HSCS 5.22).

This requirement was made on 14 June 2022.

Action taken on previous requirement

Since the previous inspection, this had not been progressed.

Risk assessment information had not been updated to outline how any potential risks were minimised. Daily checklists to assess the service and environment prior to children's arrival were not completed. Due to some of the potential issues identified, this meant that staff were not effectively assessing the environment, documenting any issues including the action taken. For example, there remained concerns with loose curtain cords, issues around access to the service's designated space and litter/old furniture stored within the outdoor play area.

To support a safe environment for children, risk assessment information must be improved to support staff to identify risks and safely manage the environment. Information to manage the risks should be recorded so staff are clear on any actions required to maintain children's safety.

We have restated this requirement with an extended timescale of 31 March 2023.

Not met

Requirement 4

By 30 August 2022, to ensure that children and parents experience a service which promotes children's health and wellbeing through high quality care, play and learning experiences, the provider must ensure that there is a culture of continuous improvement.

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

- a) develop and implement an improvement plan for the service
- b) ensure staff practice and children's experiences are monitored and consistent with best practice and national guidance
- c) build opportunities for professional discussion and feedback to improve staff and service performance
- d) develop systematic and rigorous procedures for quality assurance including self-evaluation, auditing and monitoring of record keeping across all aspects of the service.
- e) ensure staff practice and how they support children's play is in line with best practice, for example ensuring a well-set up play space with core resources
- f) ensure that staff role model good practice in all aspects of the service to promote a culture where children experience love, warmth and nurturing care.

This is to comply with Regulation 15 (a)(b) 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 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 requirement was made on 14 June 2022.

Action taken on previous requirement

Since the previous inspection, some progress had been made. External management staff had supported the development of aspects of the service from the improvement plan. For example, support visits to assist with the ongoing improvements to the snack routines.

To assist staff practice and monitor children's experiences, the manager described how regular team meetings took place and that the play work principles, children's rights and different play types had been discussed with staff. At this stage, the impact of such discussions on staff practice and children's experiences was not identified or documented.

An overview of staff training had not been completed. As a result, the gaps in staff skills or knowledge had not been effectively identified. We discussed the importance of having an overview of the mandatory training completed by staff to ensure this was taken into account when planning the session. For example, identifying those that still needed to complete first aid training.

There was no information available to us during the inspection to outline how staff practice and children's experiences were monitored to ensure this was consistent with best practice and national guidance. We discussed the importance of clearly documenting such information and the action taken to support consistency of practice within the team.

We observed some positive interactions between staff and children. Further action was still required around the consistency of staff practice and how they supported children's play. For example, not all staff reminded

children of the boundaries around the snack routine and the importance of sitting down when eating. Some resources had not been set up appropriately and this meant that this limited children's experiences.

Further improvements were required to support a culture of continuous improvement and to ensure that the quality assurance processes and systems were consistently carried out and monitored effectively by the provider. This would ensure that children and parents experience a service which promotes children's health and wellbeing through high quality care, play and learning experiences.

We have restated this requirement with an extended timescale of 31 March 2023.

Not met

Requirement 5

By 18 August 2022, the provider must support children's health, welfare and safety needs by maintaining appropriate staffing levels at all times. Staff must be suitably trained, qualified and deployed effectively to secure positive outcomes for children.

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

- a) plan staff rotas to ensure children's needs are met
- b) be aware of, actively plan and record where staff will be deployed within the service
- c) staff deployment must take account of the mix of the skills, experiences and qualifications of the team
- d) put measures in place to guarantee a responsive approach to children's care, which meets their individual support needs
- e) put in place a training plan and overview to ensure skills and knowledge remain appropriate for the job role staff carry out.

This is to comply with Regulation 15(a)(b) 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 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) and 'My needs are met by the right number of people' (HSCS 3.15).

This requirement was made on 14 June 2022.

Action taken on previous requirement

Since the previous inspection, some progress had been made.

Staff rotas were completed as well as information about the role that each staff member was responsible for each day. We discussed that where there are staff changes to the allocated daily role, this should be assessed to ensure that this is appropriate. For example, an agency staff member was on snack duty and was not familiar with the changes to the routine or children's dietary requirements without other staff support.

Due to staff changes and their working pattern, some members of staff were not known to the children. The manager introduced any new staff to children at the start of the session. New staff also carried out an induction to ensure that they knew the routine of the day and where to find any necessary information.

On the second day of the inspection, for part of the session, all of the staff were new to the setting. Whilst the staff had access to all the necessary information and children were confident and engaged in the setting, there was no continuity of care for the children attending. It was unclear if staff changes information had been shared with families in advance. This increased the potential for children's individual needs to be overlooked and staff to miss opportunities to provide responsive and nurturing care and support.

There was no staff training information held in the service to assist the manager and management team to identify the skill mix, experience and qualifications of staff when considering their deployment. To support positive outcomes for children, further action was needed to ensure staff are suitably trained, qualified and deployed effectively.

Further improvements were needed to ensure that staff are clear about their roles and responsibilities. Staff should use best practice to support the ongoing development of their knowledge and practice so that children experience positive outcomes based on current good practice.

We have restated this requirement with an extended timescale of 31 March 2023.

Not met

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 the wellbeing and nurture of children, the provider should ensure that all staff are skilled, effective and consistent in their interactions with children.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I know who provides my care and support on a day to day basis and what they are expected to do. If possible, I can have a say on who provides my care and support' (HSCS 3.11) and 'People have time to support and care for me and to speak with me' (HSCS 3.16).

This area for improvement was made on 14 June 2022.

Action taken since then

Some progress had been made since the last inspection. However, at this stage there was limited evidence to demonstrate the action taken to ensure that all staff were skilled, effective and consistent in their interactions with children. There was currently not an overview of staff training to support staff to develop and build upon their skills and knowledge.

We observed some positive and fun interactions between staff and children during their play and the routines of the day. This included some staff taking part in play activities and responding to children's

requests. However, not all staff were consistent or effective in their practice particularly around the boundaries of play, the snack routine procedures and ensuring that children had access to appropriate resources to support their play. This meant that children did not experience a consistent approach from staff or get the support they needed at the right time.

Further action is needed to ensure that training and support enables staff to be skilled, effective and consistent in their interactions with children.

This area for improvement has not yet been met and has been restated.

Previous area for improvement 2

To support children's safety and wellbeing, the provider should improve upon the snack time procedures. This should include taking into account children's choice and preferences at snack time, the consideration of potential allergens if children are eating their own foods and ensuring that children are seated when eating.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My meals and snacks meet my cultural and dietary needs, beliefs and preferences' (HSCS 1.37).

This area for improvement was made on 14 June 2022.

Action taken since then

Some progress had been made since the last inspection.

Snack time procedures had been developed to enable children to choose when to have snack during the session. This meant that children's play was not interrupted and they had a choice of if or when to have snack. These changes were not yet embedded into practice and further action was needed to ensure consistency of practice and boundaries. For example, the snack seating area was away from the serving area. This meant that some children were standing at the serving area to eat and some ate food as they continued with their play. Some children also returned to the snack table for several servings and it was acknowledged that eating later in the session may impact on children's appetite at home. Some children had dietary requirements, and whilst this was catered for, further action was needed to ensure there were separate serving items for those children. This would ensure that the risk of cross contamination was minimised.

This area for improvement has not yet been met and has been restated.

Previous area for improvement 3

To support children's choices and enable them to lead their own play, the provider should ensure that play and learning opportunities and resources are improved to be reflective of children's interests and their age and stage of development.

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 can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity' (HSCS 2.27).

This area for improvement was made on 14 June 2022.

Action taken since then

Some progress had been made since the last inspection.

Systems were in place to support children to lead their own play by taking on helper roles including gathering feedback and suggestions from their peers. A suggestions box and board also enabled children to give feedback about the service. The use of 'all about me' forms were due to be completed with children to further assist with identifying children's interests.

Further action was needed to ensure that the resources were reflective of children's interests and stages of development. Some resources were not in good condition and limited children's play experiences. For example the damaged football. Other resources were required to enhance children's experiences and maintain safety. For example, gloves when gardening and helmets when using scooters and bikes.

This area for improvement has not yet been met and has been restated.

Previous area for improvement 4

To support children's interests, choice and their age and stage of development, the provider should ensure that they have consistent access to a range of well presented resources, play and learning opportunities and furnishings.

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 can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity' (HSCS 2.27) 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 14 June 2022.

Action taken since then

Some progress had been made since the last inspection.

This had included clearing the storage cupboard to assist with access to resources. A quiet reading area had been set up in the room and tables were used for a selection of board games. However, this area was not clearly defined as it was located beside children's belongings.

Mats supported children's comfort when playing with resources on the floor. However, some of these mats were visibly dirty and action was needed to ensure that this was addressed to ensure children experience a clean and welcoming environment.

Further progress was needed to improve on the presentation of resources in the hall to support children's choice and enhance their experiences. Some resources that were in boxes on the floor were old and worn and not used by the children. Systems were needed to clearly identify when resources needed to be replaced.

This area for improvement has not yet been met and has been restated.

Previous area for improvement 5

To support children's health and safety, the provider should take further action to ensure that appropriate infection, prevention and control procedures are consistently carried out and are in line with national guidance. This includes the procedures for the preparation of snack, the washing of utensils, storage of cleaning products and ensuring that effective hand hygiene routines are in place for staff and children.

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 14 June 2022.

Action taken since then

Some progress had been made since the last inspection. This had included staff being able to access the adjacent school kitchen to source drinking water, wash hands throughout the snack routine and wash fruit and vegetables.

Some children did not wash their hands after outdoor play and prior to having snack. This was not in line with national guidance that outlines the importance of good hand hygiene to keep children safe and healthy. Further support was needed from staff to monitor and support children's handwashing and their understanding of the importance of good hand hygiene.

At this stage there were no written procedures infection, prevention and control measures in place for staff to follow. To support children's health and safety, improvements were needed to ensure there were clear written procedures to inform and support consistent staff practice.

This area for improvement has not yet been met and has been restated.

Previous area for improvement 6

The management team should ensure that formal notifications are submitted to the Care Inspectorate, in a timely manner, when required.

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).

This area for improvement was made on 14 June 2022.

Action taken since then

Action had been taken by the management team were aware of their responsibility to ensure that relevant notifications were submitted to us when required.

This area for improvement has been met.

Previous area for improvement 7

To support children's wellbeing and experiences, the provider should ensure staff are clear about their roles and responsibilities and use best practice to support their knowledge and consistency of practice.

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' (HSCS 3.14).

This area for improvement was made on 14 June 2022.

Action taken since then

Some progress had been made since the last inspection. However, at this stage there was limited evidence to outline the action taken to ensure that staff were clear about their roles and responsibilities and use of best practice.

As a result, not all staff were consistent in their practice or took responsibility to remind children of the boundaries throughout the session to maintain safety. Staff did not consistency ensure that children had the appropriate resources to enhance their play experiences. Clearer information for staff and the use of best practice guidance would ensure consistency of practice to help engage with children effectively and keep them safe.

This area for improvement has not yet been met and has been restated.

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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