

Dr Bell's Family Centre Day Care of Children

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Leith
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Telephone: 01315 530 100

Type of inspection:
Announced (short notice)

Completed on:
31 July 2023

Service provided by:
Dr Bell's Family Centre

Service provider number:
SP2006008529

Service no:
CS2006132934

About the service

Dr Bell's Family Centre provides a crèche service for children up to the age of eight in their crèche room in Leith. The crèche is registered to provide a care service to a maximum of 10 children between the age of 0-8 years, of whom no more than four children are under the age of two years.

Children have access to a playroom and toilet area, along with a group room for active play. The service is located in the north side of Edinburgh, close to parks, green spaces and local amenities.

About the inspection

This was an unannounced inspection which took place on 24 July 2023 between 09:30 and 12:00 and 31 July between 9:30 and 12:00. 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, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with and observed children using the service
- gathered feedback from 13 families
- spoke with staff and management
- observed the practice and daily life of the service
- reviewed documents.

Key messages

- Children were having fun and were able to access a variety of interesting learning experiences.
- Children were supported by a warm and nurturing team.
- Quality assurance process and procedures supported high quality care.
- The staff team were committed to continued professional development and could access a range of training and development opportunities, supported by the management team.

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?	5 - Very Good
How good is our setting?	4 - Good
How good is our leadership?	5 - Very Good
How good is our staff team?	5 - Very Good

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

How good is our care, play and learning?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children, therefore we evaluated this key question as very good.

Quality Indicator 1.1: Nurturing care and support

Children were happy and having fun in a warm and nurturing environment. Staff were responsive and skilled in building trusting relationships which contributed to children feeling valued and respected. Parents all agreed with the statement 'Overall, I am happy with the care and support my child receives in this setting'.

Personal plans held information to support and promote children's well-being, health and safety. These were reviewed with parents regularly which meant the information remained current and supported a continuity of care. Children's routines from home were followed, which respected parents individual needs and wishes. Staff demonstrated that they knew the children well and had effective strategies in place to support individual children's care needs.

Children's emotional security and wellbeing was well supported by staff who used a nurturing approach to support transitions and offer comfort when needed. Staff were sensitive to children's individual needs and used stories and rhymes to help settle them. This contributed to them feeling safe and secure within their environment.

Parents and children had opportunities to visit the service before taking up places at the creche. This included taking part in a range of group activities including 'messy play'. This contributed to children feeling safe and secure within their environment and helped parents feel reassured.

Children experienced a calm, relaxed and unhurried snack time. Their independence was supported in helping to prepare snack by chopping and preparing fruit and pouring their own drinks. Staff sat with children and we saw meaningful discussions which promoted the importance of healthy lifestyles. Food choices reflected current guidance and supported healthy choices for children.

Quality Indicator 1.3: Play and learning

A range of play experiences were fun and engaging for children to lead their own play. They had opportunities to use their imagination and learn and develop through exploration, curiosity and creativity. Staff were responsive to children's spontaneity and we saw children enjoying "making dinner". A range of resources had been added to the home corner including cooking utensils, natural resources and oats. This helped to stimulate children's interests and extend their play and learning experiences.

Warm and skilled interactions supported children's curiosity and sense of fun. Staff used their knowledge of children to provide stimulating experiences for example, children explored a range of sensory play and natural materials. These experiences enabled children to be curious and creative.

Children's interests were captured and progress tracked through observations, photographs and artwork. Children showed pride in their achievements and enjoyed chatting and recalling events. These interactions helped build and develop children's self-esteem. The planning and recording approaches were child centred and responsive to children's interests and experiences. To help inform the planning process parents were encouraged to record and add children's interests from home to the planning wall.

Outdoor play had been identified within the service improvement plan as an area of development. This included outings within the local community, to enhance children's learning and give them a sense of belonging.

How good is our setting?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

Quality Indicator 2.2: Children experience quality facilities

The environment was warm and inviting and children were actively engaged with activities. There were cosy places for children to relax and space for children to play and have fun. The layout of the room meant children could move freely at their own pace and choose where they played. Parents all agreed with the statement 'the setting is well furnished, comfortable and homely' and one parent commented "the setting is very nice".

Effective procedures for infection prevention and control helped to ensure a clean and safe environment. Staff regularly cleaned resources, toys and surfaces. Areas such as toilets and nappy changing facilities were clean and had good levels of personal protective equipment in place. Staff followed the correct procedures when conducting personal care. Daily checks were conducted and risk assessments covered all areas within the setting in keeping children safe.

We advised the service that the updated nappy changing guidance published by the Care Inspectorate on July 2023 meant the service was not meeting best practice. However due to restrictions and the age of the building we recognised that the service had adopted procedures to help keep children as safe as possible. In future, if there are any planned refurbishments this should be taken into consideration to enable the service to meet best practice.

Children experienced a calm and nurturing environment that met their developmental needs. Spaces reflected children's current interests and curiosities. Resources were attractively laid out so children could make independent choices. Natural materials and a range of interesting toys allowed children to have varied experiences during the short sessions. Soft furnishings and sensitive lighting in cosy areas helped children to feel relaxed and secure.

Since the previous inspection staff had focused on the environment as a key area. The addition of natural resources were reflected in the activities provided. The outdoor area which was a shared garden with local residents was now more accessible and provided a range of opportunities to encourage physical play. Part of the improvement plan was to increase children's access to the outdoors. A recent agreement with the adjacent nursery meant some use of their garden space would now be possible. Due to the layout of the building free flow play was not possible, however we identified that a more responsive approach could be considered to enable children's choice within their outdoor play.

Information about children was kept securely on computer systems or locked in cabinets. Sensitive information was only shared with those who needed the information to meet children's needs. As a result, children's information was protected and storage complied with relevant best practice.

How good is our leadership?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children. Therefore, we evaluated this key question as very good.

Quality Indicator 3.1: Quality assurance and improvement are led well

The vision and values of the setting were consistent with a welcoming and supportive ethos. They were child centred and embedded into practice. This resulted in parents and children feeling secure and respected. The manager and staff team had a positive working relationship and were committed to the improvement of the service. Staff told us they found the manager was very supportive and always available.

Since the previous inspection the service had developed an Improvement plan. Staff told us they had been fully involved in the process and had been tasked with agreed areas of responsibilities. The areas of focus included outdoor learning, loose parts play and communication. We saw the development of these priorities in practice, through a range of opportunities and learning experiences.

Quality assurance, including self-evaluation and improvement planning processes were developed and resulted in a cycle of continuous improvement for example, since the last inspection there had been improvements made to the quality of the environment and in relation to the upskilling of staff. The staff team were committed to embedding a culture of self-reflection and evaluation into their practice. This was resulting in children and their families experiencing positive outcomes.

Staff were clear about their role in supporting children and families to have a positive and supportive experience when attending the service. Regular team meetings and one to one supervision between the manager and staff helped the team to develop a shared vision. This meant children and parents experienced a consistent and supportive service. Staff were confident voicing their ideas and sharing responsibility for initiating and leading changes in the service.

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children. Therefore, we evaluated this key question as very good.

Quality Indicator 4.3: Staff deployment

Staff worked well as a team and were motivated and committed to ensure continuity in children's care. They were flexible in their approach and effective communication between staff meant that information was shared and used in practice. They were respectful in their interactions with each other which created a positive ethos. Parents' comments were positive about staff and included "they are kind and supportive".

The service was appropriately staffed and staffing arrangements had a positive impact on children's wellbeing. Staff had the skills and knowledge needed to care for the children sensitively and safely. As a result, children experienced a calm, well-organised session. The suitable mix of skills and experience of

staff were used to provide good quality outcomes for children. Staff were responsive during interactions with children to extend play experiences and interests.

Staff deployment took account of children's needs and promoted the importance of positive attachments for example, a child settling in was supported by a consistent adult who had the time and freedom to give them their full attention. This resulted in the child gradually building up their confidence to play and engage with others at their own pace. The manager was available to support staff during the sessions should they need more support. This meant staff felt secure and confident in knowing they could ask for help.

Staff were committed to their professional development and reflected together on how this could impact positively on outcomes for children. They engaged well with the inspection process taking on advice offered. Staff provided lots of warm, caring interactions and were respectful towards children's ideas. Staff were aware of their roles and responsibilities to keep children safe. They had all attended child protection training and knew how to address any concerns.

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

The provider should ensure that the environment enables children to be more creative through the introduction of loose parts play and open-ended resources.

This is to ensure the environment is consistent with the Health and Social Care Standards which state that: 'As a child, I can direct my own play and activities in the way that I can 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 15 November 2022.

Action taken since then

The Improvement Plan 2022/2023, had included natural materials and loose parts as key areas for development. The environment had a range of opportunities and activities that had incorporated natural materials and loose parts to encourage curiosity and creativity.

Previous area for improvement 2

Children should have daily opportunities to explore a natural environment and be outdoors. The service should review outdoor spaces that are available to them and develop a safe space for children to enjoy and explore the great outdoors. This will lead to improved outcomes and learning for the children in the service.

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 play outdoors every day and regularly explore a natural environment' (HSCS 1.32).

This area for improvement was made on 15 November 2022.

Action taken since then

The service had reviewed the outdoor space which was a shared garden with local residents. In agreement with residents the space was now more accessible and offered opportunities for physical play. Due to the layout of the building free flow play was not possible, however we identified that a more responsive approach could be considered to enable children's choice within their outdoor play.

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?	5 - Very Good
1.1 Nurturing care and support	5 - Very Good
1.3 Play and learning	5 - Very Good
How good is our setting?	4 - Good
2.2 Children experience high quality facilities	4 - Good
How good is our leadership?	5 - Very Good
3.1 Quality assurance and improvement are led well	5 - Very Good
How good is our staff team?	5 - Very Good
4.3 Staff deployment	5 - Very Good

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