

# Dunbar Primary School Nursery Day Care of Children

Lammermuir Crescent  
Dunbar  
EH42 1DG

Telephone: 01368 863 773

**Type of inspection:**  
Unannounced

**Completed on:**  
6 November 2023

**Service provided by:**  
East Lothian Council

**Service provider number:**  
SP2003002600

**Service no:**  
CS2003015827

## About the service

Dunbar Primary School Nursery is registered to provide a care service to a maximum of 144 children aged from two years to those not yet attending primary school at any one time. Of those 144 children no more than eight children are aged two years to under three years.

The service is provided across five separate playrooms within Dunbar Primary School. Children had direct access to outdoors and the addition of a small sensory room. The service is close to local parks, woodlands and amenities.

## About the inspection

This was an unannounced follow up inspection that took place on 06 November 2023 between 09:15 and 16:00. The inspection was carried out by two inspectors.

To prepare for this inspection we reviewed information about the service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluations we:

- spoke with and observed children using the service
- spoke with staff and four members of the management and leadership team
- observed practice and children's routines and experiences
- reviewed documents.

## Key messages

- The service had made a number of improvements to enhance outcomes for children.
- Children experienced caring, nurturing interactions from sensitive staff.
- Children's routines had been improved which meant children experienced flexible routines that were responsive to their individual needs.
- Staff had worked together to bring about positive changes to ensure children had access to a clean, safe and welcoming environment.
- The service had introduced a new system which supported effective staff deployment throughout the day.
- The service should continue to further develop and implement the good practice that had been introduced.
- Leadership and management should develop and embed an effective support and supervision procedure for all staff.

## 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?	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?

**3 - Adequate**

At the previous inspection we evaluated this key question as weak. However, improvements made to the service had resulted in a re-evaluation to adequate. This is in line with our follow up inspection guidance.

### Quality indicator 1.1: Nurturing care and support

The service had made a number of improvements to enhance outcomes for children. For example, improvements had been made in key areas of practice such as, interaction between staff and children and mealtimes. These contributed to children's overall health, safety and wellbeing. We comment on these in more detail in the section of this report headed: 'What the service has done to meet any requirements made at or since the last inspection'.

### Quality Indicator 1.3: Play and learning

The service had reviewed and developed routines across the day. As a result, children experienced flexible and responsive routines that supported them to lead in their own play and follow their own ideas. This contributed to children's overall wellbeing and positive engagement in their play and learning. We comment on these in more detail in the section of this report headed: 'What the service has done to meet any areas for improvement we made at or since the last inspection'.

## How good is our leadership?

**3 - Adequate**

At the previous inspection we evaluated this key question as weak. However, improvements made to the service had resulted in a re-evaluation to adequate. This is in line with our follow up inspection guidance.

### Quality Indicator 3.1: Quality assurance and improvement are led well

The leadership and staff team had worked hard to bring about positive change and improve outcomes for children. The service had implemented new quality assurance systems. As a result, there had been improvements across key areas of practice. For example, improvements in infection, prevention and control practices and staff deployment. This contributed to children's wellbeing, safety and overall care, play and learning experience. We comment in more detail in the sections of this report headed: 'What the service has done to meet any requirements made at or since the last inspection' and 'What the service has done to meet any areas for improvement we made at or since the last inspection'.

## How good is our staff team?

**3 - Adequate**

At the previous inspection we evaluated this key question as weak. However, improvements made to the service had resulted in a re-evaluation to adequate. This is in line with our follow up inspection guidance.

### Quality Indicator 4.3: Staff deployment

The service had introduced a number of new procedures and systems which supported effective staff deployment. For example, a named designated senior member of staff was in place each day, with the responsibility of ensuring that staff felt supported and effective communication took place across the

setting. This role supported effective decision making and ensured that children's needs were being met. We comment on further improvements made in more detail in the section of this report headed: 'What the service has done to meet any requirements made at or since the last inspection' and 'What the service has done to meet any areas for improvement we made at or since the last inspection'.

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

### Requirements

#### Requirement 1

By 28 July 2023, the provider must ensure that all children are recognised as individuals and treated with dignity and respect. This must be at all times and across all areas of the service. To do this, the provider must, at a minimum:

- a) ensure that staff develop their understanding of their role and responsibility of upholding children's rights
- b) ensure that staff practice is underpinned by the principles of the Health and Social Care Standards.

This is to comply with Regulation 4(1)(a)(b) (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:

'I experience people speaking and listening to me in a way that is courteous and respectful, with my care and support being the main focus of people's attention' (HSCS 3.1); and

'I experience warmth, kindness and compassion in how I am supported and cared for, including physical comfort when appropriate for me and the person supporting and caring for me' (HSCS 3.9).

**This requirement was made on 23 June 2023.**

#### Action taken on previous requirement

The service had supported staff to reflect on their practice and attend refresher training focussing on nurture and supporting children's wellbeing. Children's rights had been a focus within staff reflective discussions, whole setting training and the development of new resources. Staff had been supported to revisit the Health and Social Care Standards and reflect on how this underpins their daily practice. As a result, children experienced caring, nurturing interactions from sensitive staff.

**Met - within timescales**

## Requirement 2

By 10 July 2023, the provider must ensure that children experience meals served in a relaxed, calm, pleasurable and safe environment. The environment, location and setting should be well planned and promote a sense of belonging and support social interactions.

This is to comply with Regulation 4(1)(a) 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 enjoy unhurried snack and meal times in as relaxed an atmosphere as possible' (HSCS 1.35).

**This requirement was made on 23 June 2023.**

### Action taken on previous requirement

The management, leadership and staff team had worked hard to develop the mealtime experience for children. Staff sat with children and spent time having one to one conversations and carrying out wellbeing check ins with individual children. Children were encouraged to self-serve elements of their own lunch from the centre of their table. A designated member of staff was on hand to support children as they developed their confidence clearing away their own plates and cups. The service had plans to further develop the lunchtime experience for children that required additional support during this busy routine. This would ensure that all children have a positive mealtime experience that reflects their individual needs.

### Met - within timescales

## Requirement 3

By 28 July 2023, the provider must ensure children are cared for in a clean, safe and hygienic environment. The provider must ensure sufficient standards of infection prevention and control practices.

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

- a) staff have received appropriate training on infection prevention and control and are confident in using this in their practice
- b) quality assurance systems for the management of infection, prevention and control practices are effective and rigorous
- c) risk assessments and monitoring tools support the identification of issues and result in remedial action being taken in a timely manner.-

This is to comply with Regulations 4(1)(a) (Welfare of users) and 10(2)(d)(Fitness of premises) 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 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 23 June 2023.**

#### Action taken on previous requirement

Staff had attended refresher training on infection, prevention and control practices. New monitoring and quality assurance processes had been introduced. Staff used risk assessments and daily checklists to identify potential hazards and address these in a timely manner. As a result, children accessed a clean, safe and welcoming environment.

**Met - within timescales**

### Requirement 4

By 10 July 2023, the provider must demonstrate how they will ensure nappy changing facilities comply with best practice guidance, and protect children from the risk of infection. To do this, the provider must, at a minimum, submit a plan to the Care Inspectorate of how they intend to improve nappy changing facilities for children to meet with best practice guidance. The provider must detail a reasonable timescale within which the improvements will be made.

This is to comply with Regulation 4(1)(a) and (d) (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:

'If I require intimate personal care, there is a suitable area for this, including a sink if needed' (HSCS 5.4); and

'The premises have been adapted, equipped and furnished to meet my needs and wishes' (HSCS 5.18).

**This requirement was made on 23 June 2023.**

#### Action taken on previous requirement

The service had reviewed and updated their personal care policy and procedures. Nappy changing facilities were now in line with good practice guidance. This contributed to children's overall health, safety and wellbeing.

**Met - within timescales**

### Requirement 5

By 31 August 2023, the provider must ensure that they have developed and implemented an effective system of quality assurance to monitor and improve all areas of practice and improve outcomes for children. This must include ongoing self-evaluation that leads to continuous improvement.

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

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 requirement was made on 23 June 2023.**

## Action taken on previous requirement

The service had developed and implemented a quality assurance system which had brought about positive changes and informed ongoing improvements. While this was still in its infancy, we saw improvements across key areas of practice. All staff had worked hard to implement a variety of new systems within a short period of time. The service should now continue to implement and review these systems. This would continue to develop and strengthen the culture of continuous improvement that had been created.

## Met - within timescales

### Requirement 6

By 10 July 2023, 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, particularly at transitions times such as meals, sleep times and end of the day
- 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. It must also protect and safeguard children and staff
- d) put measures in place to guarantee a responsive approach to children's care, which meets their individual support needs.

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 23 June 2023.**

## Action taken on previous requirement

The service had reviewed staffing levels since our last inspection. Additional staffing had been introduced to support children at busier times of the day, such as mealtimes. As a result, children experienced a sociable and unhurried mealtime.



Staff rotas and responsibilities were recorded and clearly displayed within each room. Management reviewed staffing levels each day and actively made staff deployment decisions based on the skills, knowledge and experience of the staff team. This contributed to children being cared for by skilled staff that understood their individual needs.

The service had introduced a new system which supported effective staff deployment. This meant that staff were able to be flexible and responsive and ensure that children's needs were reflected in staff deployment decisions. This contributed to children feeling safe, secure as they experienced continuity in their care, play and learning.

#### 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

For children to have the right care at the right time, the provider should ensure that personal plans are updated when changes to children's needs occur. Where strategies are identified by parents, other professionals, outside agencies and the service, these should be consistently implemented.

This is in order to comply with Regulations 4(1)(a) of The Social Care and Social work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 211/210).

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

'If I am supported and cared for by a team or more than one organisation, this is well-coordinated so that I experience consistency and continuity' (HSCS 4.17).

**This area for improvement was made on 23 June 2023.**

#### Action taken since then

Personal plans had been reviewed and updated in line with legislation. The service improved the storage and accessibility of these plans. As a result, staff were able to easily access these and ensure they remained meaningful working documents. Children that required additional support had clear strategies of support detailed in their plans. This meant children experienced a personal planning approach that reflected their individual needs, dislikes and wishes.

#### Previous area for improvement 2

To support children to experience flexible daily routines that enables them to be meaningfully and actively involved in leading their play. The provider should review their pace of the day and ensure that it offers a balance of spontaneous and planned high quality experiences that promote children's choice and independence.

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

'As a child, my social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open ended and natural materials' (HSCS 1.31).

**This area for improvement was made on 23 June 2023.**

## Action taken since then

Children's routines had been reviewed and developed to reflect the way in which children play and learn. Staff had self-evaluated children's routines across the whole day. Newly developed routines were fluid, flexible and promoted children's rights. Children were able to choose where they spent their time and were supported by a balance of planned and spontaneous activities throughout their day. As a result, children were comfortable, confident and highly engaged in their play.

## Previous area for improvement 3

To support children's play and learning within a welcoming environment that delivers the message that children matter. The provider should ensure that they have consistent access to a range of well presented and well maintained resources. This would support children to experience an environment that is safe, inspiring and engaging.

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 23 June 2023.**

## Action taken since then

The service had spent time decluttering and improving children's spaces throughout the indoor and outdoor environments. Staff had worked together to observe children's play and develop their spaces to reflect the interests and needs of the children. For example, creating a larger home corner and enhancing the layout of the mud kitchen areas. The service was committed to the ongoing development of the environment. The leadership and staff team continued to work together to carry out a resource audit and look at opportunities to enhance the provision for children. As a result, children's play and learning was enhanced by an enabling environment.

## Previous area for improvement 4

To ensure children and families are cared for by staff who feel valued and supported, all staff should have the opportunity to receive and participate in regular support and supervision. To empower staff this should be carried out by skilled leaders. This should reflect the needs of individual staff, support ongoing meaningful reflective discussions that in turn contribute to bringing about positive changes to outcomes for children and families.

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 18 May 2023.**

#### Action taken since then

Most staff shared that they felt valued and supported by the leadership and management team. However, some staff shared they would benefit from additional support in relation to their wellbeing. Management was receptive to this feedback and was committed to focusing on this area of practice. Staff wellbeing had already been identified and was detailed on the service improvement plan. Management had begun to implement the support and supervision process, however, it was too early to evaluate the impact of this. Moving forward, the service should progress with their plans to implement an effective support and supervision process. This would support staff to feel valued and contribute to their wellbeing.

**This area for improvement will remain in place.**

#### Previous area for improvement 5

To support all children to experience kind, nurturing caring interactions within a safe environment. The provider should ensure that all staff have a clear understanding and are confident in their roles and responsibilities in relation to children's rights and reporting poor practice.

This is to ensure that care and support is consistent with 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 area for improvement was made on 23 June 2023.**

#### Action taken since then

All staff were confident in their role and responsibilities in relation to reporting poor practice. Staff had been supported to revisit appropriate policies and procedures that underpin and guide their practice when reporting a concern. The service had invested time focusing on children's rights and how staff translate these into their daily practice. This contributed to children feeling valued and safe.

#### Previous area for improvement 6

To support children's health and wellbeing, they should be cared for by staff that have the correct skills, knowledge and experience to meet their individual needs. The provider should develop a targeted training programme to address any gaps in staff practice. This should take into consideration the findings from this inspection, leadership observations and assessments, along with staff's individual reflections and requests. Developing these skills will lead to positive 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:

'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 23 June 2023.

## Action taken since then

The service had evaluated their staff training programme and invited staff to be part of this self-evaluation task. This information had been used to inform ongoing improvements. The service had implemented a variety of targeted training to support staff development and address gaps in practice. As a result, we observed a number of improvements across all areas of practice. These improvements were having a positive impact on outcomes for children. Moving forward, the service recognised the importance of implementing an effective support and supervision programme. This would support all staff to feel valued and in turn contribute to children having a quality early learning and childcare experience.

## 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?	3 - Adequate
1.1 Nurturing care and support	3 - Adequate
1.3 Play and learning	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

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.