

# Banavie Primary Nursery Day Care of Children

Banavie Primary Nursery School  
Tomonie  
Banavie  
Fort William  
PH33 7LX

Telephone: 01397 772 402

**Type of inspection:**  
Unannounced

**Completed on:**  
4 November 2025

**Service provided by:**  
Highland Council

**Service provider number:**  
SP2003001693

**Service no:**  
CS2003016420

## About the service

Banavie Primary Nursery is situated in the village of Banavie within the Lochaber area of the Highlands. The nursery is located in a converted classroom space within the building of Banavie Primary School. Accommodation comprises of a cloakroom, bright playroom, kitchen, toilet provision and a small, enclosed outdoor area. The nursery also has access to a large garden and playground space which they share with the school.

The service is provided by Highland Council and managed by the primary school head teacher. It is registered to provide a day care of children's service to a maximum of 16 children aged from three years to those not yet attending primary school. Twelve children were present at the time of the inspection.

## About the inspection

This was an unannounced follow up inspection which took place on 4 November 2025 between 09:00 and 14:15. 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 children using the service;
- spoke with four staff and the manager;
- observed practice and children's experiences;
- reviewed documents; and
- spoke with a visiting professional.

## Key messages

- Children experienced consistently positive and nurturing interactions from staff who were confident, responsive, and attuned to their individual needs.
- Mealtime experiences have been strengthened through improved staff deployment and a focus on promoting children's independence, resulting in safe, supportive, and purposeful routines.
- Infection prevention and control practices had improved which supported children's overall safety and well-being.
- Improved quality assurance processes, supported by focused team development and clear service priorities, had strengthened staff confidence and led to more responsive, high-quality experiences for children.
- Effective staff deployment ensured children benefited from consistent, well-supervised care and responsive, engaging play and learning experiences.
- The service has made positive progress since the last inspection, with improvements contributing to a more confident team and higher quality experiences for children.

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

### Requirements

#### Requirement 1

By 28 April 2025, the provider must ensure improved outcomes for children by implementing effective systems of quality assurance. To do this the provider must, at a minimum, ensure:

- a) the manager effectively monitors the work of each member of staff and the service as a whole; and
- b) clear and effective plans are in place for maintaining and improving the service.

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

This is in order to ensure that 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 23 January 2025.**

#### Action taken on previous requirement

The service demonstrated a proactive and reflective approach to improvement. The vision, values, and aims were in the process of being reviewed to better align with the evolving needs of the nursery. Staff had been given leadership responsibilities linked to key development areas such as literacy, creativity, and children's

rights. Regular staff meetings with the manager supported both operational planning and reflective practice, which helped build confidence and ownership within the team. As a result, children experienced care and learning from a more confident and responsive team.

Staff development had been actively prioritised through structured support systems and targeted training. An audit of training needs had been completed, leading to professional learning in areas such as personal planning, observation, assessment, quality interactions, and infection prevention and control. Support and supervision systems were in the early stages of being introduced and included termly meetings and informal feedback, alongside annual employee review and development sessions. These measures were beginning to strengthen staff capacity and confidence, resulting in improved experiences for children that were better tailored to their individual needs.

Quality assurance processes had become more robust and strategically aligned with service priorities. With support from the local authority early years team, the manager had implemented a clear action plan and quality assurance calendar. Staff confidence had improved following training and ongoing support and monitoring from the manager. This led to staff demonstrating an improved understanding of children's developmental stages and being better equipped to provide high-quality experiences. Children enjoyed uninterrupted play, with increased choice, greater access to outdoor environments, and a range of open-ended resources that stimulated their creativity and imagination. These improvements ensured that children's rights, interests, and learning potential were being supported and developed.

## Met - outwith timescales

### Requirement 2

By 28 April 2025, to ensure children's care and support needs are met and they receive high quality experiences, the provider must ensure there are effective staffing arrangements in place. To do this, the provider must, at a minimum:

- a) assess and review children's care and support needs, taking into account the layout of the service; and
- b) use the outcome to inform staffing numbers and arrangements.

This is in order to comply with section 7(1)(a) of the Health and Care (Staffing) (Scotland) Act 2019.

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

'I am confident that people respond promptly, including when I ask for help.' (HSCS 3.17) and 'My needs are met by the right number of people.' (HSCS 3.15)

**This requirement was made on 23 January 2025.**

### Action taken on previous requirement

Staffing arrangements had been effectively reviewed and strengthened to meet the changing needs of the service. Since the last inspection, two new staff members had been recruited, both undergoing a structured induction process. The service maintained three staff members throughout most of the day. This ensured that busy periods such as arrivals, snack, lunch, and outdoor play were well supported. Staff communicated clearly when attending to care routines such as toileting or collecting resources, and children's play and learning was not disrupted. As a result, children experienced consistent, well-supervised care and support throughout the day.

Staff demonstrated a good understanding of individual children's needs and used this knowledge to tailor care and learning experiences. For example, staff were responsive and confident in supporting children's emotional regulation and learning needs, offering comfort and reassurance where required as well as providing challenge for children in their play and learning. Free-flow play between the indoors and outdoors had been extended due to increased staffing capacity. This allowed children greater choice and more access to outdoor environments. Transitions and mealtimes were calm and well-managed, with staff present to support children effectively. As a result, children received positive experiences that promoted their wellbeing, independence, and engagement in learning.

### Met - outwith 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 care and wellbeing and development needs, the provider should ensure staff have the right skills and attributes. To do this, the provider should at a minimum, ensure staff are supported to develop their skills in high quality interactions, ensuring children experience consistently positive interactions throughout their daily experiences.

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 28 May 2025.**

#### Action taken since then

Staff demonstrated a clear commitment to developing their skills in delivering high-quality interactions that supported children's care, wellbeing, and development. The team had engaged in targeted training focused on improving the quality of their interactions, alongside reflective practice and self-auditing to identify areas for development. Staff worked collaboratively with the manager to build confidence in their practice, and the manager was in the early stages of implementing more focused monitoring of interactions both indoors and outdoors. This approach supported a culture of continuous improvement and professional development.

During the inspection, we observed staff consistently modelling warm, responsive, and respectful interactions that promoted children's communication, language, and social development. They used open-ended questions, allowed time for children to think and respond, and introduced new vocabulary through meaningful play experiences. Staff were attuned to children's verbal and non-verbal cues, enabling them to sensitively judge when to engage and when to step back, allowing children to lead their own learning. As a

result, children experienced consistently positive, nurturing interactions that supported their confidence, independence, and enjoyment in play.

This area for improvement has been met.

## Previous area for improvement 2

The provider should develop children's personal plans and support staff to use this information effectively to meet children's health, welfare and safety needs. To do this, the provider should, at a minimum, ensure:

- a) personal plans set out children's current needs and how they will be met;
- b) personal plans contain appropriate strategies for support, including clear actions and timescales for review; and
- c) personal plans are regularly reviewed and updated in partnership with families.

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 28 May 2025.**

### Action taken since then

The service had made good progress in developing and implementing personal plans that effectively supported children's health, welfare, and safety needs. Personal plans sampled during the inspection set out children's current needs and how these would be met. Staff were able to confidently discuss individual children's needs and the strategies in place to support them. This was evident in their practice, particularly in how they supported children's communication and emotional regulation. Where needed, plans were in place for staff to receive additional guidance to ensure strategies documented were clear and purposeful.

Plans included appropriate actions and timescales for review and were regularly updated in partnership with families. This ensured that plans remained relevant and responsive to children's changing needs and preferences. As a result, children experienced care and support that was well-informed, consistent, and tailored to their individual circumstances.

This area for improvement has been met.

## Previous area for improvement 3

To support children's wellbeing, the provider, manager and staff should review and improve the mealtime experiences. This should include, but is not limited to:

- a) promoting opportunities for developing children's independence; and
- b) reviewing staff deployment to ensure children are effectively supervised at mealtimes.

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 mealtimes in as relaxed an atmosphere as possible.' (HSCS 1.35); and  
'I take part in daily routines, such as setting up activities and mealtimes, if this is what I want.' (HSCS 2.21).

**This area for improvement was made on 23 January 2025.**

#### Action taken since then

The service had taken effective action to review and enhance mealtime experiences in order to better support children's wellbeing. Auditing and monitoring of snack and lunchtime routines had led to meaningful improvements, with a clear focus on promoting children's independence and ensuring effective staff deployment. Children were now actively involved in preparing snack, serving their own food, pouring drinks, and clearing their dishes, which supported the development of important self-help skills.

Staff were consistently present and attentive during mealtimes, sitting with children to offer nurturing interactions and ensuring effective supervision. This supported children's safety and created opportunities for relaxed, unhurried conversations. The introduction of a water station within the playroom further promoted independence and supported hydration throughout the day. As a result, children experienced safe, calm, and enjoyable mealtimes that promoted their wellbeing and independence.

This area for improvement has been met.

#### Previous area for improvement 4

To keep children safe and healthy and to promote their wellbeing, the provider should ensure effective infection prevention and control practices are in place. This includes but is not limited to ensuring:

- a) correct hand washing routines are established and maintained, according to infection prevention and control guidance; and
- b) effective infection, prevention and control practices are in place during nappy changing.

This is to ensure that infection prevention and control practices are consistent with the Public Health Scotland document: Health protection in children and young people settings, including education.

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

'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11).

**This area for improvement was made on 23 January 2025.**

#### Action taken since then

The service had taken appropriate steps to strengthen infection prevention and control practices to support children's health, safety, and wellbeing. During the inspection, we observed correct handwashing routines being followed at key times throughout the day, including before and after meals, after outdoor play, and following toileting. Staff provided supervision and gentle reminders to children, helping to embed good hygiene habits. At the time of the inspection, no children required nappy changing. However, staff were able to confidently describe the procedures they would follow to ensure safe and hygienic practices.

Staff had accessed relevant training and engaged in reflective discussions as a team to support continuous improvement in this area. These actions demonstrated a clear understanding of current guidance and a commitment to maintaining high standards of care. As a result, children experienced a safe and hygienic environment that promoted their wellbeing and protected them from the risk of infection.

This area for improvement has been met.

## Previous area for improvement 5

To ensure children receiving personal care are effectively supported, the provider should, at a minimum, ensure that appropriate nappy changing facilities are available within the service.

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

'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11).

**This area for improvement was made on 23 January 2025.**

### Action taken since then

The service had taken appropriate action to ensure that suitable nappy changing facilities were available to support children receiving personal care. Since the last inspection, the designated nappy changing area, shared with a children's toilet, had been reviewed, and a risk assessment was carried out to ensure the space met infection prevention and control guidance. Clear procedures were established, and staff were provided with guidance to minimise the risk of cross-contamination, including effective cleaning routines between each use.

In addition, the removal of stored resources from the area made the space easier to clean and maintain. These improvements demonstrated a proactive approach to ensuring the environment was safe, hygienic, and aligned with best practice guidance. This supported children's personal care needs in a way which promoted their health, safety, and dignity.

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](http://www.careinspectorate.com).



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