

# Care service inspection report

## Little Dreams Nursery

### Day Care of Children

42-44 Bon Accord Street

Aberdeen

AB11 6EL

Type of inspection: Unannounced

Inspection completed on: 11 June 2014



## Contents

	Page No
Summary	3
1 About the service we inspected	5
2 How we inspected this service	7
3 The inspection	24
4 Other information	43
5 Summary of grades	44
6 Inspection and grading history	44

### **Service provided by:**

LD Nursery Ltd

### **Service provider number:**

SP2011011656

### **Care service number:**

CS2011299582

If you wish to contact the Care Inspectorate about this inspection report, please call us on 0845 600 9527 or email us at [enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

## Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

### We gave the service these grades

Quality of Care and Support	2	Weak
Quality of Environment	2	Weak
Quality of Staffing	2	Weak
Quality of Management and Leadership	2	Weak

### What the service does well

The managers and staff provide a welcoming and friendly environment for children and parents. Staff have developed good relationships with most children and their families and parents find staff helpful and approachable. Children have good access to outdoor play and fresh air.

### What the service could do better

Staff need to ensure every child's care and support needs are met and detailed. Having up to date personal plans for each child would support staff to achieve this. The medication systems must be improved, to ensure medication is well-managed in the service. Staff need to develop their knowledge and skills in a number of areas. An effective quality assurance system needs to be developed, to improve the quality of the service provided.

### What the service has done since the last inspection

The entry system is now secure. Registers are now accurately kept and taken by staff when children go to the outdoor area. Some improvements have been made to the medication procedures, for example, separate forms are now used for each medication.

## Conclusion

The service has made improvements since the last inspection. However, as detailed in this report significant improvements still need to be made to ensure all children are receiving good quality experiences.

# 1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com).

This service registered with the Care Inspectorate on 16 February 2012.

## Requirements and recommendations

If we are concerned about some aspect of a service, or think it could do more to improve, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service, but where failure to do so will not directly result in enforcement. Recommendations are based on the National Care Standards, relevant codes of practice and recognised good practice.
- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 and Regulations or Orders made under the Act or a condition of registration. Where there are breaches of Regulations, Orders or Conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

The service is currently registered to provide a care service to a maximum of 53 children from birth to those not yet attending primary school. The service is situated in the centre of Aberdeen and operates using five playrooms, over two floors. There is a fully enclosed outdoor area.

The aims of the service include:

- To provide a safe, secure, welcoming and happy environment for children from the ages of 6 weeks to 5 years
- To treat every child as an individual and meet additional needs regardless of gender, race, nationality and culture without discriminating
- To encourage equal opportunities for all children and adults involved with the nursery

- To recognise the value of parents input and encourage them to share in their children's learning
- To promote positive behaviour by praising, encouraging and being attentive to the needs of the children

Based on the findings of this inspection this service has been awarded the following grades:

**Quality of Care and Support - Grade 2 - Weak**

**Quality of Environment - Grade 2 - Weak**

**Quality of Staffing - Grade 2 - Weak**

**Quality of Management and Leadership - Grade 2 - Weak**

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website [www.careinspectorate.com](http://www.careinspectorate.com) or by calling us on 0845 600 9527 or visiting one of our offices.

## 2 How we inspected this service

### The level of inspection we carried out

In this service we carried out a high intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

### What we did during the inspection

We wrote this report following an unannounced inspection that was carried out by two Inspectors. The inspection took place on 9 June 2014 between 8.15am and 5.00 pm. It continued the following day, 10 June 2014, from 8.30am until 4.30pm. We gave feedback to the provider/managers on 11 June 2014.

As part of the inspection we took account of the completed annual return and self-assessment forms that we asked the provider to complete and submit to us.

We sent out 40 Care Standards Questionnaires to the managers to distribute to parents and carers. We received 19 completed questionnaires from parents.

During the inspection process we gathered evidence from various sources including the following:

We looked at:

- Observing how staff work
- Evidence from the service's most recent self assessment
- Children's records
- Newsletters
- Information booklet
- Parent questionnaires
- Medication records
- Medication policy
- Risk assessments
- Staff records
- Recruitment policy
- Equipment and the environment
- Improvement plans
- Monitoring records.

We spoke with:

- The provider/managers
- Staff
- Children
- Parents and carers of children using the service.

## Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

## Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

## Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at [www.firelawscotland.org](http://www.firelawscotland.org)

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

### The requirement

The provider must ensure:

- a) Personal plans are in place and implemented for all children clearly detailing how the health, welfare and safety needs of the child will be met
- b) Systems are developed to review the personal plans:
  - When requested
  - If there are significant changes in a child's health, welfare and safety needs; and
  - At least every six months
- c) Quality assurance systems are put in place to ensure the personal plans are effectively implemented in the nursery and reviewed.

This is in order to comply with:

**Scottish Statutory Instrument 2011/210 Regulation 4 (1) (a) and 5 (1).**

**Timescale: Within 6 weeks of receipt of this report, b and c within 8 weeks of receipt of this report.**

### What the service did to meet the requirement

This requirement had not been addressed, further information can be found in theme 1 statement 3.

**The requirement is:** Not Met

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## The requirement

The provider must ensure that children's dietary needs are met, and that they are provided with sufficient food, drinks and alternative meals when required.

This is in order to comply with:

**Scottish Statutory Instrument 2011/210 Regulation 4 (1) (a).**

**Timescale: Within 2 weeks of receipt of this report.**

## What the service did to meet the requirement

We found children were provided with sufficient food and alternative meals when required. However, children were not always provided with sufficient drinks. Further information can be found in Quality Theme 1, Statement 3 and a new requirement has been made.

**The requirement is:** Not Met

## The requirement

The provider must develop and implement appropriate procedures for ensuring the prevention and control of infection.

This must include ensuring:

- a) All children wash their hands in line with best practice guidance
- b) All children wash their hands before eating
- c) Appropriate bins are available for children to use; and
- d) Disposable towels are used for drying hands.

This is in order to comply with:

**Scottish Statutory Instrument 2011/210 Regulation 4 (1) (d).**

**Timescale: Within 1 week of receipt of this report.**

## What the service did to meet the requirement

We found appropriate bins were available for children to use and disposable towels were used for drying hands. However, not all children were appropriately supervised or supported to wash their hands in line with best practice guidance and some children did not wash their hands before eating. Further information can be found in Quality Theme 1, Statement 3, a new requirement has been made.

**The requirement is:** Not Met

## **The requirement**

The provider must ensure effective systems are put in place to ensure unknown adults cannot enter the premises.

This is in order to comply with:

**Scottish Statutory Instrument 2011/210 Regulation 4 (1) (a).**

**Timescale: Within 1 week of receipt of this report.**

## **What the service did to meet the requirement**

This requirement had been met. A secure entry system was in place and signs were prominently displayed reminding parents and visitors not to allow anyone else to enter the building.

**The requirement is:** Met - Outwith Timescales

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## The requirement

The provider must implement an effective quality assurance system to ensure children's safety and improve outcomes for children in the service.

In order to achieve this the provider must:

- a) Develop and implement a rigorous quality assurance programme;
- b) Put effective systems in place for identifying and monitoring the development needs of staff;
- c) Involve staff in the systematic evaluation of their work and the work of the service;
- d) Put clear plans in place for maintaining and improving the service; and
- e) Ensure the management team effectively monitors the work of each member of staff and the service as a whole.

This is in order to comply with:

### **Scottish Statutory Instrument 2011/210 Regulation 3, Regulation 4(1) (a) and Regulation 15 (b).**

Reference: National Care Standards for Early Education and Childcare up to the age of 16, Standard 5: Quality of experience, Standard 12: Confidence in staff, Standard 13: Improving the service, and Standard 14: Well-managed service.

**Timescale: To start within 2 weeks of receipt of this report.**

## What the service did to meet the requirement

This requirement had not been met, further information can be found in theme 4 statement 4.

**The requirement is:** Not Met

## The requirement

### **The following requirements were made following a complaint investigation**

The Providers must ensure the safety and wellbeing of children and staff by maintaining accurate records of attendance.

In order to achieve this, the Providers must:

- a) Ensure all registers accurately reflect the attendance of children and staff within each room through the day
- b) Ensure staff take a copy of the register whilst involved in outdoor play and outings.

In accordance with:

**The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Scottish Statutory Instrument 2011/210 regulation 4 (1) (a) - Welfare of users.**

**Reference: National Care Standards Early Education and Childcare up to the age of 16, Standard 2: A safe environment, Standard 3: Health and wellbeing, and Standard 14: Well managed service.**

**Timescale: Within 24 hours following receipt of this letter.**

### **What the service did to meet the requirement**

This requirement had been met. We found attendance registers accurately reflected the attendance of children in each room. The registers were taken both outdoors and on outings with the children.

**The requirement is:** Met - Within Timescales

### The requirement

The providers must ensure all medication, including medicated creams are stored and logged and children's medication needs are recorded in line with current best practice guidance.

In order to achieve this, the provider must:

- a) Ensure all medicated creams are stored appropriately and out of reach of children
- b) All medicated creams within the nursery are audited in line with the current medication in childcare setting guidance
- c) Ensure all medication records are up to date and accurate.

In accordance with:

**The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Scottish Statutory Instrument 2011/210 regulation 4 (1) (a) - Welfare of users.**

**Reference: National Care Standards Early Education and Childcare up to the age of 16. Standard 2: A safe environment, Standard 3: Health and wellbeing and Standard 14: Well-managed service.**

**Timescale: Within 24 hours following receipt of this letter.**

### What the service did to meet the requirement

All medication, including medicated creams were stored and logged appropriately. The medicated creams were now included in the nursery audit. However, we found all medication records were not up to date and accurate. A new requirement has been made. Further information can be found in Quality Theme 1, Statement 3.

**The requirement is:** Not Met

### The requirement

The provider and staff must ensure all care routines reflect the individual care needs of children.

In order to achieve this, they must:

- a) Ensure all care routines are reviewed and updated at least every six months in consultation with parents / carers or sooner if their care needs change
- b) Ensure all care routine are put in place within 28 days of the child starting the service.

In accordance with:

**The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Scottish Statutory Instrument 2011/210 regulation 4 (1) (a) & (d) - Welfare of users and regulation 5 - Personal plans.**

**Reference: National Care Standards Early Education and Childcare up to the age of 16, Standard 2: A safe environment, Standard 3: Health and wellbeing, Standard 12: Confidence in staff and Standard 14: Well- managed service.**

**Timescale: Within 24 hours following receipt of this letter.**

### **What the service did to meet the requirement**

This requirement had not been addressed, further information can be found in Quality Theme 1, Statement 3. A new requirement has been made.

**The requirement is:** Not Met

### **The requirement**

The provider must ensure the sleep facilities for young children provide the necessary level of support required and are maintained to a high standard.

In accordance with:

**The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Scottish Statutory Instrument 2011/210 Regulation 4 (1) (a) - Welfare of users.**

**Reference: National Care Standards Early Education and Childcare up to the age of 16, Standard 2: A safe environment, Standard 3: Health and wellbeing and Standard 14: Well-managed service.**

**Timescale: Within 24 hours following receipt of this letter.**

### **What the service did to meet the requirement**

The cots now provided the necessary level of support. However, we found the cots were dirty underneath the cot mattresses and the sleep room was not maintained to a high standard. A new requirement has been made in Quality Theme 2, Statement 2.

**The requirement is:** Not Met

## **The requirement**

The Providers must take action to ensure the safety and wellbeing of children and staff by implementing security practices which prevent people from entering the nursery without permission.

In accordance with:

**The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Scottish Statutory Instrument 2011/210 Regulation 4 (1) (a) - Welfare of users and Regulation 10 (2)(a) - Fitness of premises.**

**Reference: National Care Standards Early Education and Childcare up to the age of 16, Standard 2: A safe environment, Standard 3: Health and wellbeing and Standard 14: Well-managed service.**

**Timescale: Within 24 hours following receipt of this letter.**

## **What the service did to meet the requirement**

This requirement had been met. A secure entry system and sign was in place.

## **The requirement**

The Providers and staff must ensure appropriate infection prevention and control procedures are carried out at all times in relation to nappy changing and nappy changing facilities.

In order to achieve this, they must:

- a) Ensure all staff follow best practice guidance for the prevention of infection when changing nappies
- b) Ensure all staff are trained and monitored in best practice for changing nappies
- c) Update the current procedure to reflect current guidance
- d) Ensure the nappy changing area is cleaned correctly and free from dust and dirt
- e) Ensure the changing area is maintained to a high standard by repainting or covering the kickboard area
- f) Remove all anti-bacterial cleaning products from the nappy changing area and replace these with detergent and water.

In accordance with:

**The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Scottish Statutory Instrument 2011/210 Regulation 4 (1) (a) & (d) - Welfare of users.**

**Reference: National Care Standards Early Education and Childcare up to the**

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**age of 16, Standard 2: A safe environment, Standard 3: Health and wellbeing, Standard 12: Confidence in staff, and Standard 14: Well managed service.**

**Timescale: Within 24 hours following receipt of this letter.**

### **What the service did to meet the requirement**

Staff were not consistently following best practice when changing nappies. Some staff had undertaken training and some monitoring of staff practice had been undertaken by the management team. The nappy changing procedure had been updated. We found the nappy changing unit was clean, however, the changing mat was not clean. The kickboard had been recovered and appropriate cleaning products were now used in the nappy changing area. A new requirement has been made in theme 1 statement 3.

**The requirement is:** Not Met

### **The requirement**

The Providers must ensure the Care Inspectorate are notified of any significant equipment breakdown which may impact on the health and safety of people using the service.

In accordance with:

**The Public Service Reform (Scotland) Act 2010.**

**The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Scottish Statutory Instrument 2011 Regulations and The Social Care and Social Work Improvement Scotland (Applications and Registration) Regulation 2011.**

**Reference: National Care Standards Early Education and Childcare up to the age of 16, Standard 2: A safe environment, Standard 3: Health and wellbeing and Standard 14: Well-managed service.**

**Timescale: Within 24 hours following receipt of this letter.**

### **What the service did to meet the requirement**

There had been no equipment breakdowns that required to be notified to the Care Inspectorate. The provider/managers were now aware of the need to do this.

**The requirement is:** Met

### **The requirement**

The Provider must ensure all staff are suitably trained and qualified for the work they are employed to do.

In order to achieve this, the Provider must:

a) Ensure all staff involved in delivering first aid to children are suitably qualified.

In accordance with:

**The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Scottish Statutory Instrument 2011/210 regulation 4 (1) (a) - Welfare of users and regulation 15 - Staffing (b)(i).**

**Reference: National Care Standards Early Education and Childcare up to the age of 16, Standard 2: A safe environment, Standard 3: Health and wellbeing, Standard 12: Confidence in staff, and Standard 14: Well managed service.**

**Timescale: Within 24 hours following receipt of this letter.**

### **What the service did to meet the requirement**

We found staff involved in delivering first aid to children were suitably qualified.

**The requirement is:** Met - within timescale

### **The requirement**

The Provider must ensure they comply with the conditions of registration.

In order to achieve this, the Provider must:

a) Ensure they have enough suitably qualified and competent staff employed at all times, including lunch times, to meet the needs of children.

In accordance with:

**Public Services Reform (Scotland) Act 2010 - Part 5 - Chapter 3 - Section 78 (3)(b) Without prejudice to the generality of subsection (2), regulations may make it an offence to contravene or fail to comply with a condition of registration for the time being in force.**

**The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Scottish Statutory Instrument 2011/210 Regulation 4 (1) (a) & (d) - Welfare of users.**

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**Reference: National Care Standards Early Education and Childcare up to the age of 16, Standard 3: Health and wellbeing, Standard 12: Confidence in staff and Standard 14: Well-managed service.**

**Timescale: Within 24 hours following receipt of this letter.**

### **What the service did to meet the requirement**

This requirement had not been met. Further information can be found in Quality Theme 4, Statement 4.

**The requirement is:** Met - Within Timescales

### **What the service has done to meet any recommendations we made at our last inspection**

1. The manager and staff should continue to develop ways of including all parents and children in assessing and improving the service.

**Reference: National Care Standards for Early Education and Childcare up to the age of 16, Standard 13.1: Improving the service.**

Some progress had been made towards this recommendation. Further information can be found in Quality Theme 1, Statement 1.

2. The provider should continue to develop the medication procedures. This should include ensuring:

- A separate medication form is completed for each medication
- A medication form is completed for medication administered following a child becoming ill at the service
- Care plans are updated with children's current medical needs and all staff are made aware of the updated information.

**Reference: National Care Standards for Early Education and Childcare up to the age of 16, Standard 3.6: Health and wellbeing.**

This recommendation had been met. Further information can be found in Quality Theme 1, Statement 3.

3. Risk assessments should be further developed to ensure hazards and appropriate control measures are identified.

**Reference: National Care Standards for Early Education and Childcare up to the age of 16, Standard: A safe environment.**

This recommendation had been met. The risk assessments had been further developed and now provided more detailed information.

4. The provider/managers should ensure a range of training opportunities are available to support staff to develop their skills and knowledge.

**Reference: National Care Standards for Early Education and Childcare up to the age of 16, Standard 12: Confidence in staff.**

This recommendation had not been met. Staff had attended limited training since the last inspection. Further information can be found in Quality Theme 3, Statement 3.

**The following recommendations were made following a complaint investigation**

5. The providers should ensure that the hot water taps are in full working order.

**Reference: National Care Standards Early Education and Childcare up to the age of 16, Standard 2: A safe environment, and Standard 14: Well-managed service.**

This recommendation had not been met. The hot taps in the in toilets used by the older children were not in full working order. Further information can be found in Quality Theme 2, Statement 2.

6. The provider must ensure that all food past the use by date is disposed of at the end of each day.

**Reference: National Care Standards Early Education and Childcare up to the age of 16, Standard 3: Health and wellbeing, Standard 12: Confidence in staff, and Standard 14: Well-managed service.**

We found food past its use by date in the fridge, further information can be found in Quality Theme 1, Statement 3.

7. The provider must ensure all fire doors close correctly.

**Reference: National Care Standards Early Education and Childcare up to the age of 16, Standard 2: A safe environment and Standard 14: Well-managed service.**

This recommendation had not been met, we found some of the fire doors did not

close properly. Further information can be found in Quality Theme 2, Statement 2,

**8.** The Providers and staff should ensure records of children's sleep patterns are accurately maintained.

**Reference: National Care Standards Early Education and Childcare up to the age of 16, Standard 3: Health and wellbeing, Standard 12: Confidence in staff, and Standard 14: Well-managed service.**

This recommendation had been met, we found accurate records were kept of children's sleeps.

**9.** The Provider should consult with parents, carers and staff prior to allowing animals to visit the service.

**Reference: National Care Standards Early Education and Childcare up to the age of 16, Standard 2: Safe environment, Standard 3: Health and wellbeing, and Standard 14: Well-managed service.**

No animals had visited the service since this recommendation had been made, however, the provider told us they were aware of the need to consult with parents, carers and staff. Therefore this recommendation is met.

### The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

**Annual Return Received:** Yes - Electronic

### Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The Care Inspectorate received a fully completed self assessment document from the provider. We were satisfied with the way the provider had completed this with the relevant information they had given us for each of the headings that we grade them under.

The provider identified what they thought they did well and some areas for development.

### Taking the views of people using the care service into account

Most children appeared happy and settled at the nursery and had clearly formed good relationships with the manager and staff. We saw some children who were unsettled at nursery who were not being adequately supported by staff to settle. We saw some good interaction between the staff and children. Some children were engaged and motivated in their play. Some of the older children were able to tell us activities they enjoyed at the nursery.

### Taking carers' views into account

We sent out 40 Care Standard Questionnaires and 19 parents completed and returned the questionnaires to us. When asked about the overall quality of care their child received at the nursery:

- 7 parents indicated they were very satisfied
- 12 parent indicated they were satisfied.

Overall the parent questionnaires and discussions with parents indicated parents were very pleased with the service provided. Parents spoken with found the manager and staff extremely helpful and approachable.

Comments from parents included:

- "I do feel they are a good nursery although staff seem to change a lot. My daughter seems happy. A bit more variety at lunchtime would be good as I hear the same things a lot"
- "My child is always encouraged by staff. They know my child and make her feel safe and secure. Staff all seem to know what each child has done each day ie food, sleep"
- "The staff should be more aware of food hygiene by not giving the kids the foods (biscuit in my case) that has fallen on the floor"
- "Although I feel there is a good adult to child ratio, I feel that my child would benefit from having a keyworker which Little Dreams does not have. I would also like more feedback on a monthly basis with regards to my child's learning and skills"
- "There is a high turnover of staff in the 0-2s class"
- "Although I am aware of my child's learning and development folder, I have never been shown it or have never felt involved in his learning and development. I would like to have feedback on what the staff feel about how his development is coming on and what they feel they need to work on more with him. The feedback at the moment is minimal"
- "Only concern is the high turnover of staff"

- "Although they have made every effort with the door entry system I don't feel it's as secure as it could be".

## 3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

### Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 2 - Weak

#### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

#### Service strengths

The service had developed good opportunities for children and parents/carers to give feedback and make suggestions for improving the service. At this inspection we looked at the information available for parents, and how parents' and children's views were sought and used in the nursery.

There were a range of methods in place to keep parents informed about the service. Well presented notice boards provided useful information for parents including; the aims of the service, the complaints procedure and the child protection policy. Staff photographs and names were displayed to support parents in becoming familiar with the staff caring for their child. A website had been developed and provided a wide range of detailed information, including the aims of the service and all the policies. Parents received regular newsletters to keep them informed about what was happening in the service.

We found there were good opportunities for parents to share their views about the service and make suggestions for improvements. Questionnaires were issued to seek parents' views and ideas for improvement. As a result of the feedback gathered from the questionnaires some changes had been made to the nursery. These included more storage space for buggies and ensuring parents were introduced to new staff.

There was a daily exchange of information between staff and parents. This provided opportunities for parents to discuss their child and more general information about the nursery. We found that some parents had raised some concerns with the provider/managers and these had been addressed individually with each parent. The parents we spoke with told us they felt their concerns were listened to and dealt with

appropriately.

A comments book was usually available in the entrance way and an action plan detailing improvements the service was making was also displayed. This asked for parents' views and comments.

From the parents who returned the Care Standard Questionnaires, 14 parents strongly agreed and 4 parents agreed with the comment 'the service has involved me and my child in developing the service, for example, asking for ideas and feedback'.

We found there were opportunities for children to give their views and suggestions. In most of the playrooms, children could easily access a range of resources. In the pre-school room we saw the toys and activities were rotated frequently throughout the day and children were involved in choosing the new toys and activities put out. Some staff showed a very good knowledge of children's preferences, for example, in the baby room some staff told us which toys and activities individual children preferred and these were available to the children. In the pre-school, we found children's ideas and suggestions had been used to plan activities, experiences, and involve children in the direction they wanted to take their learning.

### Areas for improvement

The service had received a limited response from the parent questionnaires. We suggested a variety of other methods that could be used to involve parents further in assessing and improving the service. **(See Recommendation 1).**

There were quite limited toys and activities available for children to access in some of the playrooms. This should be developed, so children are provided with a wide range of activities and experiences in all of the playrooms. We found some of the activities and experiences were not sufficiently challenging for some of the children. As a result some children appeared uninterested at times. Staff need to look at the learning and development needs of individual children and ensure all children can access a range of suitably challenging and motivating activities and experiences. This will support children to achieve their potential. **(See Recommendation 1 and 2).**

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 2

### Recommendations

1. The manager and staff should continue to develop ways of including all parents and children in assessing and improving the service.

**Reference: National Care Standards for Early Education and Childcare up to the age of 16, Standard 13.1: Improving the service.**

2. The manager and staff should develop the range of activities and experiences available to ensure all children are suitably challenged and motivated.

**Reference: National Care Standards for Early Education and Childcare up to the age of 16, Standard 5: Quality of experience.**

### Statement 3

We ensure that service users' health and wellbeing needs are met.

### Service strengths

At this inspection, we found the service was weak, at meeting the health and wellbeing needs of children. We came to this conclusion after we looked at records, observed practice and talked with staff and parents.

Procedures were in place to safeguard children. A child protection policy was in place and this provided guidance for staff in the event of any concerns. Most staff had attended child protection training and the remaining staff had applied to attend the training. Most staff spoken with had a good understanding of child protection issues and were aware of the procedure to follow in the event of any concerns.

A recommendation had been made at the last inspection regarding medication. At this inspection we found the recommendation had been met. A separate medication form was completed for each medication. This meant the instructions for each medication was clear and reduced the risks of any mistakes. Staff now completed a medication form when a child became ill at the service, and medication was needed to be administered. Personal plans, were updated with children's current medical needs and this information was shared with staff. This supported staff to provide appropriate care for children.

Personal plans were in place for children attending the service. Most personal plans contained detailed information to support staff to care for the children appropriately. Most staff spoken with had a good knowledge of the needs of most of the children in their care and how they would meet each child's needs. **(See also Areas for Improvement).**

A separate sleep room was used for younger children wanting a sleep. Children slept in cots and these were in a good state of repair with firm bases. We found staff were responsive to children's individual needs and put children down for a sleep as they became tired. Accurate records were kept of when children slept.

Children were provided with snacks and lunches at the nursery. Lunch was prepared by a dedicated cook on the premises. On the whole, snacks and lunchtimes were sociable times, with staff sitting with the children to interact and offer support. Additional helpings of lunch were available for those children who wanted more. Alternatives were also offered to children who did not like the main course. We found

most children ate well and seemed to enjoy the sociable atmosphere at lunch time.

Children's physical wellbeing was actively promoted. During the inspection we found all children had good access to the outdoor play and fresh air. The outdoor area was relatively small given the size of the nursery, however, a rota was in place to ensure all children enjoyed time outside each day. Staff in the baby room ensured the babies had regular access to fresh air, this was often through walks in the local community.

### Areas for improvement

A requirement had been made regarding medication, following a complaint investigation. We found all medication, including medicated creams, were stored and logged appropriately. The medication creams were now included in the nursery audit. However, we found all the medication records were not up to date and accurate, therefore this requirement has not been met. We were unable to establish if some medication had been administered in line with parents' instructions. Some of the medication forms did not contain clear information. Some medication had not been administered in line with the information recorded on the medication forms, however, staff told us this was in line with parents' wishes. We found some medication was stored in children's bags in the playroom rather than in the medication cupboard as stated in the medication policy. A new requirement has been made. **(See Requirement 1).**

The nursery held communal stocks of some medication and had administered these to some children, obtaining verbal permission from parents first. Services should not hold communal stocks of medication, all medication should be supplied by parents and a time-limited consent should be obtained. This issue had been raised with the service at a previous inspection. **(See Recommendation 1).**

The document 'The Management of Medication in Daycare and Childminding Services' provides useful information to develop the medication policy, procedure, and record keeping further.

A requirement was made, regarding personal plans, at the last inspection and a further requirement was made following a complaint investigation. We found both of these requirements had not been met. Some personal plans did not contain up to date information and staff did not have a sufficiently good knowledge of the needs of those children, to provide appropriate care and support. As a result we found some children's care and support needs were not met. We found some staff did not have an adequate understanding of child development. This impacted negatively on the care some children received, for example, we saw one young child who was upset for most of the day. Staff had no strategies in place detailing how they would support the child to settle in the nursery. When the child showed an interest in an activity this was not always taken forward by staff. The staff did not take a pro-active approach to ensure there were a range of suitably interesting and stimulating activities to distract the child. Limited comfort was offered to the child. **(See Requirement 2).** Further

information on how staff need to develop their knowledge and skills can be found in Quality Theme 3, Statement 3.

Some snacks provided did not contain enough carbohydrates to provide children with sufficient energy. We also found there was too much processed food. We advised the provider/managers to ensure the menus were in line with the nutritional guidance, 'Setting the Table'.

A recommendation had been made following the last inspection to ensure that all food past its use by date was disposed of at the end of each day. We found some food in the fridge that was past its use by date. We also found some food that had been removed from the packaging with the use by date on it. This meant the service was unable to ascertain if the food was still safe to use. **(See Recommendation 2).**

During the inspection the weather was very warm, however, we found water was not frequently offered to children, apart from in the baby room. On one occasion we saw some young children return from playing outside. Staff commented how hot it was, yet water was only offered to a few of the children. As a result children were at risk of becoming dehydrated. **(See Requirement 3).**

We found infection, prevention and control practices were variable in the nursery. We saw a number of staff changing nappies. Some staff did not follow the correct procedure and kept the gloves on for the whole procedure. The gloves should be removed after the dirty part of the nappy; this reduces the risk of spreading infection. Some staff knelt directly on the floor in the toilets when changing older children or supporting children on the toilet. The toilet floor is exposed to aerosol contamination from the flushing toilet, therefore kneeling on the toilet floor increased the risk of spreading infection. **(See Requirement 4).**

We saw inconsistent practices with children being supported to wash their hands, this increased the risk of spreading infection. Some staff supported children well, however, some staff provided insufficient support and supervision. As a result some children did not wash their hands properly after toileting and before eating. In some of the rooms children did not wash their hands before lunch. We also saw some children's hands and faces were not cleaned after eating despite being visibly dirty. **(See Requirement 4).**

One of the nappy changing mats was badly torn which meant it could not be cleaned properly, this increased the risk of spreading infection. The mat was also dirty in the ridges going round the mat. **(See Requirement 4).**

**Grade awarded for this statement:** 2 - Weak

**Number of requirements:** 4

**Number of recommendations:** 2

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## Requirements

1. The provider must ensure safe and effective systems are in place for the administration of medication. In order to achieve this the provider must:
  - a) Ensure all medication forms are completed with clear information
  - b) Ensure medication is administered in accordance with the signed permission from parents
  - c) Ensure all medication is stored out of reach of children.

This is in order to comply with:

**Scottish Statutory Instrument 2011/210 Regulation 4 (1) (a).**

**Timescale: Within 48 hours of receipt of this report.**

2. The provider must ensure:
  - a) personal plans are in place and implemented for all children, clearly detailing how the health, welfare and safety needs of the child will be met
  - b) systems are developed to review the personal plans:
    - >when requested;
    - >if there are significant changes in a child's health, welfare and safety needs;and
    - >at least every six months
  - c) quality assurance systems are put in place to ensure the personal plans are effectively implemented in the nursery and reviewed.

This is in order to comply with:

**Scottish Statutory Instrument 2011/210 Regulation 4 (1) (a) and 5 (1).**

**Timescale: Within 4 weeks of receipt of this report.**

3. The provider must ensure children are provided with sufficient drinks throughout the day.

This is in order to comply with:

**Scottish Statutory Instrument 2011/210 Regulation 4 (1) (a).**

**Timescale: Within 24 hours of receipt of this report.**

4. The provider must have appropriate procedures in place for the prevention and control of infection. In order to achieve this the provider must ensure:
  - a) Staff supervise and support children effectively, to ensure children wash their

hands appropriately

b) Staff ensure all children wash their hands before eating

c) Staff ensure all children's hands and faces are cleaned after eating

d) Staff are aware of and implement the correct infection prevention and control measures when changing nappies and supporting children with toileting

e) Changing mats are in a good state of repair and clean.

This is in order to comply with:

**Scottish Statutory Instrument 2011/210 Regulation 4 (1) (a) and Regulation 4 (1) (d).**

**Timescale: Within 48 hours of receipt of this report.**

### Recommendations

1. The provider should review the practice of administering communal medication to ensure practice is in line with current best practice.

**Reference: National Care Standards for Early Education and Childcare up to the age of 16, Standard 3: Health and wellbeing.**

2. The provider must ensure that all food past the use by date is disposed of at the end of each day.

**Reference: National Care Standards Early Education and Childcare up to the age of 16, Standard 3: Health and wellbeing, Standard 12: Confidence in staff, and Standard 14: Well-managed service.**

## Quality Theme 2: Quality of Environment

Grade awarded for this theme: 2 - Weak

### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

#### Service strengths

The evidence for the grade awarded in this statement is included in Quality Theme 1, Statement 1.

#### Areas for improvement

See Quality Theme 1, Statement 1.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 0

### Statement 2

We make sure that the environment is safe and service users are protected.

#### Service strengths

At this inspection we found the performance of the service was weak in relation to this statement. We came to this conclusion after we looked at records, talked with staff and parents and observed practice, the accommodation and equipment.

Arrangements were in place to ensure children were protected from unknown adults and children were unable to leave the service unsupervised. A secure entry system was in place and the outdoor area was fully enclosed. Signs were prominently displayed reminding parents and visitors not to allow anyone else to enter the building and this message was reiterated in newsletters. Requirements had been made regarding this at the last inspection and at a complaint investigation. Both of these requirements have now been met.

The registers were accurately completed throughout the day and these were taken by staff into the garden and on outings. This meant staff always had an accurate record of the children they were responsible for.

We saw staff supervising children appropriately in the play rooms and outdoor area. Staff showed a good awareness of safety issues. For example, water was mopped up promptly when children spilt it, this ensured the floor was not slippery. Staff were also supporting children to learn how to keep themselves safe. Children were reminded not to run inside and to hold onto the bannister when walking up and down the stairs. Risk assessments had been undertaken for all the playrooms and these were displayed to raise staff awareness.

We looked at a sample of accident and incident records. We found parents were provided with good information about accidents and incidents. The records were well completed with clear and detailed information. Record and discussions with staff also showed that children were monitored following the accident/incident. Parents signed at the end of the day to acknowledge the information had been shared with them.

### Areas for improvement

The hot taps in the toilets used by the older children did not work properly, this meant children were washing their hands under cold water rather than under warm water in line with best practice guidance. The provider/managers told us the taps had been fixed following a recommendation made at a complaint investigation but at the time of the inspection the taps were no longer working. The recommendation is re-stated. **(See Recommendation 1).**

During the inspection the upstairs rooms were very warm. Accurate thermometers were not available to allow staff to monitor the temperature effectively. Two of the windows were broken so were not able to be opened, this made it more difficult for staff to ensure the rooms were kept at an appropriate temperature. **(See Requirement 1).**

Effective checks were not always done on the outdoor area, before children went outside. During the inspection we found the slide and ride on toys were wet when the first group of children went outside. The staff with the children, were unsure if any garden checks had been done that morning and who was responsible for doing the checks. **(See Requirement 2).**

We found some areas of the nursery and some equipment were not clean. For example, there was quite a lot of debris in the cots, under the cot mattresses. The fridge was dirty, and some of the areas such as the cloakroom and sleep room were dusty. **(See Requirement 3).**

A recommendation had been made following the last inspection to ensure all fire doors closed correctly. We found a number of the fire doors did not close fully. We also found one of the emergency exits was difficult to open, some staff also confirmed this was difficult to open. The corridor leading to this emergency exit was cluttered, making it difficult for children and staff to escape easily in the event of an emergency. There was some children's bags in front of another emergency exit. We

referred this matter to the Scottish Fire and Rescue Service. A requirement has also been made. **(See Requirement 4).**

The cot mattresses were not waterproof, so could not be easily cleaned between each child. Instead removable mattress covers were used and these were washed each week. We advised the provider this was not an adequate precaution to prevent cross contamination. Removal mattress covers need to be washed after each child has used them. **(See Requirement 5).**

**Grade awarded for this statement:** 2 - Weak

**Number of requirements:** 5

**Number of recommendations:** 1

### Requirements

1. The provider must ensure the temperature in the areas where children are cared for remains within acceptable limits at all times.

This is in order to comply with:

**Scottish Statutory Instrument 2011/210 Regulation 10 (2) (c).**

**Timescale: Within 1 week of receipt of this report.**

2. Effective systems must be put in place to ensure the outdoor area is safe to use.

This is in order to comply with:

**Scottish Statutory Instrument 2011/210 Regulation 4 (1) (a).**

**Timescale: Within 48 hours of receipt of this report.**

3. The provider must ensure, an effective cleaning regime is implemented.

This is in order to comply with:

**Scottish Statutory Instrument 2011/210 Regulation 4 (1) (a).**

**Timescale: Within 1 week of receipt of this report.**

4. To ensure the safety of children, the provider must ensure:

- a) emergency exits are easily opened
- b) emergency exits and the route to emergency exits are kept clear of obstructions.

This is in order to comply with:

**Scottish Statutory Instrument 2011/210 Regulation 4 (1) (a) and Regulation 20 (1).**

**Timescale: Within 48 hours of receipt of this report.**

5. The provider must ensure cot mattresses or mattress covers are cleaned after use by each child.

This is in order to comply with:

**Scottish Statutory Instrument 2011/210 Regulation 4 (1) (d).**

**Timescale: Within 1 week of receipt of this report.**

### Recommendations

1. The providers should ensure that the hot water taps are in full working order.

**Reference: National Care Standards Early Education and Childcare up to the age of 16, Standard 2: A safe environment, Standard 14: Well-managed service.**

## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 2 - Weak

### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

#### Service strengths

The evidence for the grade awarded in this statement is included in Quality Theme 1, Statement 1.

#### Areas for improvement

See Quality Theme 1, Statement 1.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 0

### Statement 2

We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.

#### Service strengths

At this inspection we found the performance of the service was good in relation to this statement. We came to this conclusion after we looked at records, talked with staff, and observed practice.

A safe recruitment policy was in place and this provided clear guidance on the procedure for the provider to follow when recruiting staff.

A recruitment tracking record was in place for all new staff. This provided a clear record of when all recruitment checks had been applied for and received and supported the provider to ensure appropriate checks were in place before staff started in employment.

We looked at a sample of files for staff, that had been recruited since the last inspection. We found all staff had completed an application form that detailed their qualifications, skills and experiences. Interviews had also been held for each

candidate. This supported the provider to make an informed decision about candidates' suitability for the post.

Protecting Vulnerable Group (PVG) checks, and two references, had been obtained for each member of staff, before they started in employment. Checks had been undertaken on the Scottish Social Services Council (SSSC) register for staff who were registered with the SSSC. This supported the provider to ensure staff were suitable to work with children.

Each member of staff received an induction over a period of time. This included information specific to the service, such as policies, the needs of individual children, as well as best practice documents and legislation.

### **Areas for improvement**

We found the induction procedure was not sufficiently robust, to ensure staff had the skills and knowledge required for their roles. For example, we identified a number of issues with infection prevention and control practices, despite this being part of the induction process. The induction process did not make staff fully aware of their responsibilities. For example, staff were not taking responsibility to ensure the outdoor area was safe before taking children outside. A requirement has been made regarding this is in Quality Theme 3, Statement 3.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 0

### **Statement 3**

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

### **Service strengths**

At this inspection we found the performance of the service was weak in relation to this statement. We came to this conclusion after we looked at records, talked with staff and parents and observed practice and outcomes for children.

Most staff were qualified or working towards an appropriate qualification. All staff that were required to be were registered with a professional body such as the Scottish Social Services Council (SSSC). Staff had attended some training. This had mainly been core training such as first aid and child protection. As a result we found staff had a good knowledge of child protection and the procedure to follow in the event of any concerns.

During the inspection staff appeared keen to develop the service further and take on board any suggestions we offered. Most staff told us they felt well supported and

were able to make suggestions to senior staff.

On the whole, staff demonstrated a friendly and caring approach. We saw some good interaction between staff and children. As a result most children appeared happy and settled in the service and readily approached staff. Some staff had a good knowledge of the needs of each child and used this to provide appropriate support for children.

Staff had developed good relationships with parents. This allowed parents to talk openly and exchange information on a daily basis with staff. Parents told us they found staff helpful and approachable and would feel confident to discuss any concerns or issues with them.

### Areas for improvement

Since the last inspection there had been a large turnover of staff. This had significantly impacted on the provider/managers ability, to ensure staff were providing consistently good quality care for the children .

Most staff had attended limited training. Most staff had limited knowledge of the 'Pre-Birth to Three' guidance, and 'Getting it Right for Every Child' (GIRFEC). GIRFEC is the Scottish Government's approach to improving outcomes and wellbeing for all children. A good level of understanding of the 'Pre-Birth to Three' guidance and GIRFEC, would support staff in meeting children's needs and addressing some of the requirements and recommendations identified in this report. **(See Requirement 1).**

As stated in Quality Theme 1, Statement 3, we found some staff had a very limited knowledge of child development. This impacted on their ability, to ensure children received good quality experiences and appropriate care and support. **(See Requirement 1).**

We found training attended by staff was not always impacting on staff practice. For example, a number of staff had attended training on infection prevention and control, however, we found staff were not always following best practice guidance with regards to infection prevention and control, as detailed in Quality Theme 1, Statement 3. **(See Recommendation 1).**

On occasion we found staff were not taking appropriate action to address issues in the service, for example, the hot taps were not working but staff had not reported this to the provider/managers. We also staff taking children to play in the outdoor area without first drying the slide and other toys. Staff now need to be more responsible and accountable for their work. **(See Recommendation 1).**

We found some staff were not operating to National Care Standards, legislation, best practice and the services' own policies and procedures. For example, we identified issues with staff practice in relation to nappy changing, hand washing, completing medication forms, and ensuring the outdoor area was safe. We also found that on

occasion staff were not meeting children's basic needs, such as ensuring children were hydrated and offering appropriate comfort and support when children were upset. Staff require more focused and clearer direction and support from the management team, to ensure improvements in practice are implemented and sustained. **(See Requirement 1 and Recommendation 1).**

**Grade awarded for this statement:** 2 - Weak

**Number of requirements:** 1

**Number of recommendations:** 1

### Requirements

1. The provider must provide staff with the necessary training, development opportunities, support and guidance, to ensure all staff have the skills and knowledge for the role they are performing.

**This is in order to comply with Scottish Statutory Instrument 2011/210 Regulation 3 and Regulation 9 (2) (b).**

**Timescale: Within 4 months of receipt of this report.**

### Recommendations

1. Staff should ensure they are accountable for the quality of their work, and take responsibility for maintaining and improving their skills and knowledge.

**Reference: Scottish Social Services Council Code of Practice - Employees - 6.**

## Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 2 - Weak

### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

#### Service strengths

The evidence for the grade awarded in this statement is included in Quality Theme 1, Statement 1.

#### Areas for improvement

See Quality Theme 1, Statement 1.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 0

### Statement 4

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

#### Service strengths

The service was in the early stages of developing and implementing quality assurance systems, involving staff, parents, children, and stakeholders. As a result, we found the level of performance was weak in relation to this statement.

There were good opportunities for parents and children, to be involved in assessing and improving the service, further information can be found in Quality Theme 1, Statement 1.

Some monitoring had been undertaken of staff practice. The monitoring had been shared with staff and next steps identified to support staff to develop their practice.

Improvement plans were in place to support the development of the service. These were reviewed to assess progress. One of the improvement plans had recently been displayed in the entrance hall and parents were asked to provide comments.

### Areas for improvement

Where areas for improvement were identified on the monitoring of staff practice these were not always re-monitored. This meant staff were not always being fully supported to make improvements in their practice **(See Requirement 1)**.

There was insufficient monitoring of children's experiences. As a result the management team had not been pro-active in making improvements in the nursery, and the quality of children's experiences were not consistently of an adequate standard. The plans to improve the service were not adequately focused on, ensuring the outcomes for children were improved. A number of requirements and recommendation previously made remain unmet. **(See Requirement 1)**.

The quality of the evaluation of planning varied in the rooms. Staff now need to ensure the evaluations are focused on how the quality of children's experiences can be improved, and how learning can be extended. This will support staff, to provide better quality experiences for the children in their care and ensure children are supported to achieve their potential. **(See Requirement 1)**.

The quality assurance systems for monitoring medication and personal plans were not effective. As a result we found a number of issues with medication, personal plans and the care some children were receiving, as detailed in Quality Theme 1, Statement 3. **(See Requirement 1)**.

At the last inspection and the complaint investigation 14 requirements were made. We found 9 of these requirements were not met at this inspection. For recommendations 3 of the 9 recommendations made had also not been met. An effective quality assurance system would ensure requirements and recommendations are addressed, and effective monitoring systems in place, to ensure these areas are maintained. The provider submitted action plans to the Care Inspectorate following the inspection and complaint investigation. We found some of the actions identified on the action plan had not been implemented. This impacted on the provider's ability to meet the requirements and recommendations and make improvements to the service. **(See Requirement 1)**.

Staff were receiving regular support and supervision sessions. These now need to be further developed, to support staff, to reflect on their practice and impact on improving the quality of children's experiences. **(See Requirement 1)**.

The provider/managers were covering in the rooms over lunchtimes on a number of days. This is in breach of the conditions of registrations that states their time must be supernumerary. The provider/managers had previously been advised of this and a requirement made. Therefore this requirement is re-stated. **(See Requirement 2)**.

The provider/managers had recently employed a new member of staff that they

planned to put in the position of manager. This had not yet been possible as she was needed to work in the rooms until more staff had been appointed, and she was able to be taken out of ratios. The provider/managers were hoping to have her in the role of manager shortly, which would support them to meet the requirement made above.

**Grade awarded for this statement:** 2 - Weak

**Number of requirements:** 2

**Number of recommendations:** 0

### Requirements

1. The provider must implement an effective quality assurance system, to ensure children's safety and improve outcomes for children in the service.

In order to achieve this the provider must:

- a) Develop and implement a rigorous quality assurance programme
- b) Put effective systems in place for identifying and monitoring the development needs of staff
- c) Involve staff in the systematic evaluation of their work and the work of the service
- d) Put clear plans in place for maintaining and improving the service; and
- e) Ensure the management team effectively monitors the work of each member of staff and the service as a whole.

This is in order to comply with:

**Scottish Statutory Instrument 2011/210 Regulation 3, Regulation 4(1) (a) and Regulation 15 (b).**

**Reference: National Care Standards for Early Education and Childcare up to the age of 16, Standard 5: Quality of experience, Standard 12: Confidence in staff, Standard 13: Improving the service, and Standard 14: Well-managed service.**

**Timescale: To start within 2 weeks of receipt of this report.**

2. The Provider must ensure they comply with the conditions of registration.

In order to achieve this, the Provider must:

- a) Ensure they have enough suitably qualified and competent staff employed at all times, including lunch times, to meet the needs of children.

This is in order to comply with:

The Public Services Reform (Scotland) Act 2010 - Part 5 - Chapter 3 - Section 78 (3)(b) Without prejudice to the generality of subsection (2), regulations may make it an offence to contravene or fail to comply with a condition of registration for the time being in force.

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Scottish Statutory Instrument 2011/210 Regulation 4 (1) (a) & (d) - Welfare of users.

Reference: National Care Standards Early Education and Childcare up to the age of 16, Standard 3: Health and wellbeing, Standard 12: Confidence in staff, and Standard 14: Well managed service.

Timescale: Within 1 week of receipt of this report.

# 4 Other information

## Complaints

There have been four complaints that have been upheld since the last inspection. Details of complaints can be found on our website [www.careinspectorate.com](http://www.careinspectorate.com).

## Enforcements

We have taken no enforcement action against this care service since the last inspection.

## Additional Information

### Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

## 5 Summary of grades

<b>Quality of Care and Support - 2 - Weak</b>	
Statement 1	4 - Good
Statement 3	2 - Weak
<b>Quality of Environment - 2 - Weak</b>	
Statement 1	4 - Good
Statement 2	2 - Weak
<b>Quality of Staffing - 2 - Weak</b>	
Statement 1	4 - Good
Statement 2	4 - Good
Statement 3	2 - Weak
<b>Quality of Management and Leadership - 2 - Weak</b>	
Statement 1	4 - Good
Statement 4	2 - Weak

## 6 Inspection and grading history

Date	Type	Gradings
2 Sep 2013	Unannounced	Care and support 2 - Weak Environment Not Assessed Staffing 3 - Adequate Management and Leadership Not Assessed
25 Jun 2013	Unannounced	Care and support 2 - Weak Environment 3 - Adequate Staffing 2 - Weak Management and Leadership 2 - Weak
22 Nov 2012	Unannounced	Care and support 2 - Weak Environment 3 - Adequate Staffing 2 - Weak

## Inspection report continued

		Management and Leadership 3 - Adequate
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All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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### Translations and alternative formats

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