

Care service inspection report

Full inspection

Mid Annandale Playcare Day Care of Children

Harcourt Place
Lockerbie



HAPPY TO TRANSLATE

Service provided by: Mid Annandale Playcare Ltd

Service provider number: SP2003002738

Care service number: CS2007143645

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and 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.

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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	4	Good
Quality of environment	4	Good
Quality of staffing	4	Good
Quality of management and leadership	4	Good

What the service does well

A friendly caring staff team worked together and with parents to provide a nurturing and safe environment.

Children chose to play outdoors throughout the day. Staff had created a variety of learning opportunities outside, which gave children the opportunity to be active and have fun.

The service kept parents well-informed about what was happening with their child and in the service.

What the service could do better

The service should continue to build on what they have achieved over the last year. Staff should continue to develop as thoughtful practitioners who have a confident understanding of their roles and responsibilities within the service.

The service should continue to develop the way Building the Ambition is used to plan and evaluate what they are providing so that they are meeting the needs of the youngest children.

What the service has done since the last inspection

Management, staff and parents have worked together very well to meet the requirements and recommendations made at the last inspection. They have created a more open and reflective culture where parents are better informed about how the service works and staff have more opportunity to learn from their experiences. Management have worked with other agencies to create more relevant training for protecting children and this has provided staff with better opportunities to work on ensuring that the service is a safe place for the children using it.

Conclusion

Mid Annandale Playcare is a safe and friendly place for children and parents. Children like being there. They play outside every day and make friends. Parents are confident that their children are well cared for.

1 About the service we inspected

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children.

The Getting it Right for Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It's a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people - and how they can act to deliver these improvements. Getting it right for every child is being threaded through all existing policy, practice, strategy and legislation affecting children, young people and their families.

In Scotland, the Getting it right for every child (GIRFEC) approach puts wellbeing at the very heart of its approach. The eight 'indicators' of wellbeing that form the basis of GIRFEC are - safe, healthy, achieving, nurtured, active, respected, responsible and included - often referred to as 'SHANARRI'.

We use the term school age childcare to define a daycare of children service that provides school aged childcare play provision for children at school or who are attending in the summer holidays prior to starting school. This may also include play schemes and provision for children with additional support needs.

From April 2016, we will carry out a quality audit, to gather information relating to 'How Good Is Our School Aged Childcare'. The audit will focus on the quality of children and young people's play experiences and how their rights to play and have fun are promoted and protected. The Getting it Right for Every Child (GIRFEC) framework - SHANARRI, Playwork Principles and Article 31 will underpin a list of outcome-focused questions developed for inspectors to work from when inspecting. The information gathered will form the basis of an end of year report 2017, along with information on service demand for school aged childcare throughout Scotland. Further information can be found at The Hub at www.careinspectorate.com

Mid Annandale Playcare provides daycare for a maximum of 86 children under 16 years of age, of whom: - 24 children may be under 3 years old, of whom no more than 9 may be under two years old, and 62 children from 3 years upwards.

The service is in partnership with the local authority to deliver Early Learning and Childcare. The service is provided by a voluntary Board of Directors.

The service is based in a purpose build facility, which is conveniently situated close to local shops, parks and schools. The service has space to provide a wide variety of experiences which support parents in the local community. There is a secure outdoor area, where children have the opportunity to play energetically and learn about the outdoors.

Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

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

Quality of care and support - Grade 4 - Good

Quality of environment - Grade 4 - Good

Quality of staffing - Grade 4 - Good

Quality of management and leadership - Grade 4 - Good

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 or by calling us on 0345 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

This report was written following an unannounced visit which took place on Tuesday 26 April 2016 and Wednesday 27 April 2016. We gave feedback on Friday 29 April 2016 to the management team, which included a member of the Board of Directors.

We asked the service to submit a self assessment, which provided us with additional information.

During the visits we spoke with:

- the Manager and the Depute
- members of staff
- parents and carers
- children.

We looked at a range of policies, procedures and records including:

- information for parents
- newsletters
- children's folders and registration information
- planning paperwork
- minutes from meetings
- staff files
- the service improvement plan.

We spent time observing how the children interacted with one another and how staff interacted with one another, the children and their parents.

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.firescotland.gov.uk

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 service provided a comprehensive assessment of what it does well and which identified areas for improvement. We found that areas for improvement were incorporated into the service improvement plan, and that progress was being reviewed regularly.

Taking the views of people using the care service into account

Children told us that the service was "really fun". They liked going to the park, playing outside and making cakes.

Taking carers' views into account

Parents told us:

"They are so caring and friendly. We are so well-informed on everything with regards to my daughter. I could not have picked a better, safer, happier place".

"I have always been kept well-informed by staff and find all staff to be very approachable and friendly. I am confident that my child is being well cared for and is being provided with suitable learning experiences".

"MAP is a fantastic, safe, secure and friendly environment for any child. Staff are very approachable and will take time to speak with you if required. Staff are attentive to individual needs, overall a fantastic service is provided by all."

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: 4 - Good

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

We found that Mid Annandale Playcare (MAP) was delivering a good quality of care in relation to the areas covered by this quality statement. We concluded this after our visits when we talked to the manager, staff, children and parents; we looked at policies & procedures; information for parents; children's records and observed how the staff worked with both the children and the parents.

Examples of evidence and outcomes for the children and families using MAP, which support our findings include:

There was a strong focus on working with parents and ensuring that they were well-informed and involved in their children's care. The service had improved the way they communicated with parents at handover times, and we observed that parents were verbally given detailed information about how their child had been and what they had been doing. Staff in Babies were still giving written feedback to parents who wanted information in that way as well as verbally.

Parents were provided with information about the service in a variety of ways. In addition to the parent handbook, there was a website which had recently been renewed and updated. The service also used social network sites to keep

parents up to date with events, for example the Christmas Fayre. Noticeboards throughout the building provided parents with a variety of useful information, including what children were learning about, menus, the improvement plan and information from the Board.

Children were good at making choices and they had some influence over what happened during the day. We observed that staff responded to children's actions and requests well, for example in Babies we saw that children chose to go outside by going to get their coats, which informed staff that they wanted to play outdoors. Staff listened to children and used their knowledge of their interests to change what was available for them to play with.

Children in OSCA had a committee to decide on what they were going to do at the group. All children had the opportunity to be involved in this. We saw that one of the responsibilities of committee members was to consult their peers to find out what they wanted from the group. Children evaluated their activities each day and this information was displayed on the OSCA noticeboard.

Areas for improvement

We discussed different ways of improving this statement so that children and parents will continue to be involved in assessing and improving their service.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

Statement 3

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

Service Strengths

We found that Mid Annandale Playcare (MAP) was delivering a good quality of care in relation to the areas covered by this quality statement. We concluded this after our visits when we talked to the manager, staff, children and parents; we looked at policies & procedures; information for parents; children's records and observed how the staff worked with both the children and the parents.

Examples of evidence and outcomes for the children and families using MAP, which support our findings include:

There was a friendly and caring staff team who worked together to provide a nurturing and safe environment for the children in their care. Parents said that the staff were "so caring and friendly, we are well-informed on everything. I could not have picked a better, safer, happier place".

Staff knew the children in their care very well. They gathered information from parents at registration which they used to meet children's needs and they ensured that they reviewed records and information regularly so that staff were up to date with changes.

We saw that staff responded to children with affection and that children readily sought cuddles from them. Staff sang to the very young children and we could see that children were familiar with traditional songs and rhymes. We saw that "Sleep Little Bunnies" was very popular and that very young children knew the words and actions and played it on their own.

Throughout the service, we saw that children were learning to become more independent and take responsibility. We saw that even very young children could get their own coats and could put their arms in their sleeves with support. Older children could change their shoes and dress themselves. Children were included by helping with tasks like wiping the tables and helping to make

snack. Children in Early Learning and Childcare (ELC) were taking responsibility for the environment by having jobs like Light Monitor and Tap Monitor, which linked into their Eco-committee.

Children were learning to share and take turns. They played games which encouraged awareness of others and turn taking, like lotto. Children liked to be helpful.

Children were learning about healthy lifestyles and keeping safe. They regularly had opportunities to cook and bake. Children in Daycare had made a birthday cake, which they had iced. A variety of healthy snacks were provided throughout the service. Drinking water was available for all children throughout the day. Children knew that they should wash their hands after going to the toilet and before eating. We observed that staff supervised and supported children well so that they did this properly.

All children in the service chose to play outside and we saw that outdoor play was freely available for all children. We watched children going outside to catch hailstones and investigating what happened to the ice. These very young children enjoyed this opportunity to explore.

School aged children liked to go and help in other areas of the nursery. They had opportunities to share their skills, for example tying knots. Children were able to join in with activities or to chill out. We saw that staff checked on children who did not want to join in regularly. School aged children were forming friendships with children from other schools in the area, which was helpful for when they went onto secondary school. These older children had been learning about Getting It Right For Every Child and were familiar with the wellbeing indicators (SHANARRI) however they did not have a confident understanding of what this was and what it meant for them.

Areas for improvement

Whilst there had been training for staff on Building the Ambition we observed that this was not impacting fully on practice. We found that children's play and therefore their opportunities to learn were sometimes restricted by the nursery routines, for example nappy changing times. We also noted that at times very young children were being cared for by several members of staff. We discussed

this with the nursery management, who had some awareness of this. See recommendation

We looked at children's folders and have asked the service to review the format of these so that they tell the story of the child's development more effectively and also show how they have involved parents and children in planning their learning.

Management and staff had been developing the format of children's care plans. We have given further advice about how to develop these so that they provide staff with clear guidance on how to meet children's health, wellbeing and safety needs.

Grade

4 - Good

Number of requirements - 0

Recommendations

Number of recommendations - 1

1. Children should be supported by staff who have a confident understanding of how to provide the right kind of experiences and an environment which enables them to be curious, creative and demonstrate inquiry through their play. Management should continue to provide all staff with training on Building the Ambition and continue to develop their own procedures to ensure that staff are providing these experiences. National Care Standards for Early Education and Childcare up to the age of 16, Standard 4 - Engaging with Children, Standard 5 - Quality of experience and Standard 6 - Support and Development.

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - Good

Statement 2

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

Service Strengths

We found that Mid Annandale Playcare (MAP) was delivering a good quality of care in relation to the areas covered by this quality statement. We concluded this after our visits when we talked to the manager, staff, children and parents; we looked at policies & procedures; information for parents; children's records and observed how the staff worked with both the children and the parents.

Examples of evidence and outcomes for the children and families using MAP, which support our findings include:

The service had appropriate procedures in place for ensuring that the environment was a clean and safe place for the children. Staff now had a more confident understanding of the nursery's procedures for protecting children and keeping them safe.

Staff had continued to develop their risk assessment procedures so that staff also considered how children would benefit from participating in more risky activities. Where appropriate, children were included in risk assessments so that they were encouraged to think about their own safety.

Staff ensured that children who slept through the day were safe. They had continued to improve their procedures for ensuring children's safety by checking temperatures and making sure that the environment was appropriate for them. We saw that they regularly checked children were fine as they slept.

The service were continuing to develop their links with the local and wider

community. A new mud kitchen had recently been built at the prison in Dumfries. Children regularly went into the community and visited places of interest.

The nursery management monitored safety in the service and they used their evaluations to make changes which improved the environment for children and staff, for example they had made changes to the way staff moved very young children around the building after a recent fire evacuation.

Areas for improvement

We discussed the recording of accidents and incidents and agreed that this could be a focus for discussion at a staff meeting to ensure that accidents are recorded appropriately and in a way which helps management and staff to ensure that children's needs are met safely.

Whilst children were learning about keeping safe, the service had yet to implement an effective way of discussing internet safety and mobile phone safety with children, particularly those in OSCA. Even though this is done at school, children would benefit from additional opportunities to learn about their own safety in the digital world.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

Statement 3

“The environment allows service users to have as positive a quality of life as possible.”

Service Strengths

We found that Mid Annandale Playcare (MAP) was delivering a good quality of care in relation to the areas covered by this quality statement. We concluded this after our visits when we talked to the manager, staff, children and parents; we looked at policies & procedures; information for parents; children's records and observed how the staff worked with both the children and the parents.

Examples of evidence and outcomes for the children and families using MAP, which support our findings include:

Children had sufficient space to play independently and in small groups. Children were able to take part in messy activities like painting. Toys and resources were stored so that children could make choices about what they wanted to play with. Children were encouraged to tidy up when they had finished playing and before snack and home time. They liked to be helpful in the nursery and all children were involved in looking after their toys and games.

Children were able to play outdoors in all weathers and all year round. There was an enclosed nursery outdoor area, which was entered directly from the playrooms.

The service were continuing to develop the variety of natural resources and materials which children could use. These encourage children to develop skills and be creative. Staff had been to training on creating an inspiring environment and management should ensure that this is shared with all staff and developed throughout the service.

Areas for improvement

We noted that the outdoor area, particularly for younger children, provided a better variety of opportunities than the indoor area. We have asked the service

review the environment to ensure that it is meeting children's needs for exploration and curiosity both indoors and outdoors. See recommendation in 1.3

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

Statement 3

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

Service Strengths

We found that Mid Annandale Playcare (MAP) was delivering a good quality of care in relation to the areas covered by this quality statement. We concluded this after our visits when we talked to the manager, staff, children and parents; we looked at policies & procedures; information for parents; children's records and observed how the staff worked with both the children and the parents.

Examples of evidence and outcomes for the children and families using MAP, which support our findings include:

There was a caring staff team working at MAP. Staff felt supported by their management team. Staff had regular opportunities to meet both at room meetings and as a whole staff team.

All staff were registered or in the process of registering with the Scottish Social Services Council (SSSC). They had or were working towards an appropriate qualification for their registration. There were procedures in place for reviewing staff practice. Staff had appraisals and opportunities to discuss their training needs with management.

Management had introduced more regular opportunities for updates and discussions of new guidance and changes in practice. These included opportunities for staff to discuss their roles and responsibilities for the welfare of the children in their care. The staff training programme included Child

Protection training and we found that there were plans to ensure that all staff attended relevant training for their role.

Areas for improvement

Whilst staff had attended a wide variety of learning opportunities, we found that not all staff were confident about their learning and that some learning had not impacted on practice effectively. We have asked management to develop the way they monitor the impact of training. We also suggested that staff develop their reflective diaries so that they learn from other events in their work. See recommendation in Quality Theme 1 Statement 3.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

Statement 4

“We ensure that everyone working in the service has an ethos of respect towards service users and each other.”

Service Strengths

We found that Mid Annandale Playcare (MAP) was delivering a good quality of care in relation to the areas covered by this quality statement. We concluded this after our visits when we talked to the manager, staff, children and parents; we looked at policies & procedures; information for parents; children's records and observed how the staff worked with both the children and the parents.

Examples of evidence and outcomes for the children and families using MAP, which support our findings include:

Staff welcomed children, parents and visitors warmly. They respected parent's views and preferences for their child's care and shared information with parents according to their needs.

Children were included in decisions about their day and they were encouraged to make choices. We saw that most children were confident about expressing their opinions and that they trusted the staff. Children were treated with respect and dignity. Staff nurtured children by listening to what they needed, liked or disliked.

Management of the service had high expectations of staff conduct. They informed staff of their expectations in the staff handbook and in their employment contract. Management had introduced further opportunities for staff to discuss conduct at staff meetings

Areas for improvement

Staff were not aware of the Playworks Principles, which provide a framework for ensuring the children have access to a broad range of play opportunities which will support their development. Nor had staff had specific training on Equality & Diversity.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - Good

Statement 3

“To encourage good quality care, we promote leadership values throughout the workforce.”

Service Strengths

We found that Mid Annandale Playcare (MAP) was delivering a good quality of care in relation to the areas covered by this quality statement. We concluded this after our visits when we talked to the manager, staff, children and parents; we looked at policies & procedures; information for parents; children's records and observed how the staff worked with both the children and the parents.

Examples of evidence and outcomes for the children and families using MAP, which support our findings include:

Staff met regularly and had opportunities to think about and plan for improvement in the service. Recent opportunities to discuss child protection had meant that staff had identified changes to some aspects of the service, for example they now asked parents not to use their own mobile phones on the premises. Staff had identified that a window in the door of the nappy changing room would provide greater protection for children and themselves.

Staff had been developing information leaflets for parents. These had included a leaflet about healthy packed lunches and learning through play

At the time of the inspection, management were in the process of a staff restructure. They intended that the new structure would encourage staff to take more leadership responsibilities within their rooms and the service as a whole.

Areas for improvement

Whilst staff had opportunities to discuss practice in the nursery, we found that discussions tended to be about what they were doing rather than how well they were doing it. This meant that discussions did not always lead to improvements. Staff had not yet had opportunities to visit other similar services and management were aware that staff and the service would benefit from this.

Grade

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

We found that Mid Annandale Playcare (MAP) was delivering a good quality of care in relation to the areas covered by this quality statement. We concluded this after our visits when we talked to the manager, staff, children and parents; we looked at policies & procedures; information for parents; children's records and observed how the staff worked with both the children and the parents.

Examples of evidence and outcomes for the children and families using MAP, which support our findings include:

The service was provided by a voluntary Board of Directors, who were parents or other interested members of the community. The Board had worked hard to raise their profile amongst the parent group. Information about the Board was available on the noticeboards and included copies of minutes from meetings. They had recently introduced a newsletter to inform parents of their activities. The Board were also looking at how they could improve the format of the Annual General Meeting so that all parents would feel able to participate in this event.

The management board met regularly. Standing items at their meetings included a report from the manager, which kept them informed about the day-to-day activities of the service. They had been involved in the development of the service's Improvement Plan and checked progress at their meetings. The Board had attended Child Protection training so that they were aware of their responsibilities for keeping children safe.

Management were continuing to develop their systems for monitoring staff practice. Staff had an annual appraisal, followed up by interim supervision sessions which were intended to review progress on identified training needs.

Management were developing evaluation procedures so that everyone reflected and learned from incidents and events in the nursery. They had developed a rationale for their Improvement Plan, so that the quality of all aspects of the service were considered.

Areas for improvement

The management team of the service were continuing to develop their quality assurance procedures, and we agreed that a useful starting point would be a revision of the Aims and Function of the service. This would enable management, staff and parents to develop a shared vision for their service.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

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

Previous requirements

1. The provider must make proper provision for the health, welfare and safety of people using the service. In order to achieve this the provider must develop procedures for assessing risk so that previously unforeseen incidents are effectively reviewed, learned from and inform future procedures for protecting children and adults in the building. The procedure should include the views of all parties with an interest in keeping children safe, including external agencies like the police.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, Scottish Statutory Instrument 2011/210 4(1)(a) and 10(1).

This requirement was made on 11 May 2015

Management have worked with professionals from other agencies so that Child Protection training has been improved and provides staff with opportunities to discuss real life incidents and learn from them. They are beginning to develop a reflective culture amongst the staff group, so that all staff are learning to reflect on and make changes following incidents in the service, for example changes have been made to the way children are moved around the building after a recent fire alarm.

Met - Within Timescales

2. The provider must make proper provision for the health, welfare and safety of the children using the service. They must ensure that there is a clear procedure for reporting concerns about children, staff and the environment. The provider should ensure that this includes a procedure covering occasions when the Child Protection Co-ordinator is not in the building and they should ensure that everyone is aware of this procedure.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, Scottish Statutory Instrument 2011/210 4(1)(a) and 10(1).

This requirement was made on 11 May 2015

There was a clear procedure for reporting concerns and this was on display on noticeboards throughout the service. There were plans to include this flowchart in the parent handbook so that parents were also familiar with the procedure. Staff were clear about who they should report to.

Met - Within Timescales

3. The provider must make proper provision for the health, welfare and safety of the children using the service. In order to achieve this, the provider must put in place effective procedures to ensure that staff have the knowledge, understanding, skills and confidence to perform their duties and implement Getting It Right For Every Child.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, Scottish Statutory Instrument 2011/210 4(1)(a) and 15(a) and (b).

This requirement was made on 11 May 2015

Management of the service had worked with the local authority to develop training for staff and the Board regarding Child Protection and Getting It Right For Every Child. They had incorporated child protection discussions into team meetings and had introduced reflective diaries for staff, to encourage them to discuss practice. They were continuing to develop monitoring to ensure that they were checking on staff understanding.

Met - Within Timescales

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

Previous recommendations

1. People using the service should be provided with information about how the service runs, which is meaningful and relevant to them. They should continue to receive information so that they know about decisions which affect them in a way which is relevant and easy to understand.

National Care Standards for Early Education and Childcare up to the age of 16, Standard 1 - Being welcomed and valued, Standard 14 - Well-managed service.

This recommendation was made on 11 May 2015

The management team have worked together to improve information for the people using the service. They have developed information leaflets to inform parents about the Board and the website has been revised and re-launched. The Board have issued their first newsletter for parents and plan to provide this termly. They have consulted parents about the format of the Annual General Meeting and are looking at how they can improve this so that the event is of benefit to parents and the service. They intend to open part of all Board meetings so that parents can attend if they wish. There are plans to continue to develop the website and the use of other online resources.

2. Children should have the opportunity to explore and investigate the world around them, learn new skills and practise them in an environment which is safe and enabling. The provider working with staff, parents and children should develop risk and benefit assessment procedures which enable staff to be confident about allowing children to learn about themselves and the world around them.

National Care Standards for Early Education and Childcare up to the age of 16, Standard 2 - A safe environment and Standard 5 - Quality of experience.

This recommendation was made on 11 May 2015

Management have been working to develop confidence about taking risk within the staff group. Benefit has been added to the risk assessment procedures and older children are involved in discussing risks and the rules about keeping safe.

Management will continue to provide staff with opportunities to learn about providing children with opportunities to explore in a safe way.

3. All adults working in the service should know what to do if they have concerns about children's safety, health and wellbeing. The provider should develop the induction procedures to ensure that staff are familiar with the service's procedures.

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

This recommendation was made on 11 May 2015

All members of staff were aware of the service's protection procedures and what to do if they had concerns. They had had the opportunity to look at serious case reviews and discuss their own practice. Management intended to continue to provide these opportunities.

4. There should be an effective system for identifying and monitoring staff development needs, so that staff are able to access training which supports them to develop as skilled and confident workers. The provider should develop their procedures for staff training to ensure that all staff have a learning plan, which is appropriate to their roles and responsibilities. The provider should develop procedures which check that staff have a confident understanding of their responsibilities and the nursery's procedures.

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

This recommendation was made on 11 May 2015

Management were continuing to develop the way the service was staffed. They had been working on a restructure which would provide more leadership opportunities within the service. The work included developing support and monitoring procedures for staff. All staff had either had an annual appraisal or were about to have one. They intended to follow appraisals with regular supervision sessions where they would check the progress of learning plans. Management had plans to develop folders so that there was an individual plan for each member of staff. All staff had opportunities to attend training both in-house and provided externally which was appropriate to their job. Staff confirmed this when we asked. We found that staff were not putting their learning into practice effectively and we have asked the nursery management to continue to develop this aspect of their monitoring.

5. The provider should continue to develop opportunities for staff to develop leadership values, which enable them to take responsibility for their own improvement, improvements in the service and challenge practice in the nursery. National Care Standards for Early Education and Childcare up to the age of 16, Standard 12 - Confidence in staff and Standard 14 - Well-managed service.

This recommendation was made on 11 May 2015

Management were encouraging staff to develop interests and take responsibility for improvements in the service. There had been a review of the staff structure and management were about to make changes so that there would be identified members of staff taking responsibility in rooms. Individual members of staff had taken responsibility for developments in the nursery, like the healthy eating leaflet for parents and an Eco-committee. Management were providing more opportunities for staff to reflect on events both within the nursery and elsewhere and to learn from these. These discussions had led to some changes in practice, for example parents had now been asked not to bring mobile phones into the nursery and staff were looking at how they could make improvements to nappy changing practice.

6. The provider should ensure that management responsibilities and authorities are clearly defined and communicated to parents, management and staff so that everyone has a clear understanding of their roles and responsibilities in the service.

National Care Standards for Early Education and Childcare up to the age of 16, Standard 14 - Well-managed service.

This recommendation was made on 11 May 2015

The service were continuing to review their staffing structure and job descriptors so that responsibilities were clearly identified. Communication had improved, particularly from the Board and they were working to develop a more open culture within the service.

7. There should be effective procedures in place for monitoring the quality of work of all members of staff within the organisation. The provider should establish a system of support and supervision for staff, which provides them with an opportunity to develop strategies for dealing challenging situations and their understanding of their roles and responsibilities within the organisation.

National Care Standards for Early Education and Childcare up to the age of 16, Standard 14 - Well-managed service.

This recommendation was made on 11 May 2015

Management had continued to develop monitoring systems within the service. All staff received an annual appraisal, and there were plans to follow this up with support and supervision sessions to discuss progress. Staff had regular opportunities to meet and to share practice, and these had included opportunities to discuss serious case reviews and to learn from events in other care settings. These had given staff more opportunity to think about how to keep children safe and provided management with an opportunity to check understanding. They now need to ensure that staff are putting their learning into practice.

6 Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

7 Enforcements

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

8 Additional Information

There is no additional information.

9 Inspection and grading history

Date	Type	Gradings
11 May 2015	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 3 - Adequate Management and Leadership 2 - Weak
20 Jun 2013	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 5 - Very Good Management and Leadership 5 - Very Good
26 Jun 2012	Unannounced	Care and support 5 - Very Good Environment 4 - Good Staffing 4 - Good Management and Leadership 4 - Good
1 Mar 2012	Re-grade	Care and support 2 - Weak Environment 1 - Unsatisfactory Staffing Not Assessed Management and Leadership 1 - Unsatisfactory
25 Nov 2010	Unannounced	Care and support 5 - Very Good Environment Not Assessed Staffing Not Assessed Management and Leadership Not Assessed
18 Mar 2010	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 5 - Very Good Management and Leadership 5 - Very Good
21 Jan 2009		Care and support 5 - Very Good Environment 4 - Good Staffing 4 - Good

		Management and Leadership	3 - Adequate
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