

Care service inspection report

Full inspection

Central Private Nursery & Out of School Club Day Care of Children

Central
Sandwick
Shetland



HAPPY TO TRANSLATE

Service provided by: Mairi Jamieson trading as Central Private Nursery & OOSC

Service provider number: SP2003002051

Care service number: CS2003009580

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	3	Adequate
Quality of environment	2	Weak
Quality of staffing	2	Weak
Quality of management and leadership	1	Unsatisfactory

What the service does well

The staff are very welcoming and work hard to provide a warm and caring environment for the children in their care. The service makes very good use of the community play park at the rear as well as taking the children outdoors as often as possible.

What the service could do better

There were many areas in need of improvement:

- The manager should ensure the service is managed effectively.
- The service will need to introduce personal plans for each child which will be reviewed every six months.
- Planning and evaluation of the children's play and experiences needs to be further developed.
- Attention to be given to infection control specifically hand-washing, storage of bedding.

- The medication policy and procedures must be adhered to and staff should be familiar with the current administration of medication guidelines.
- Attention needs to be given to the roof and the outside of the building.
- The premises are untidy and need reorganisation, better storage and a wider choice for the children.
- Attention should be given to the cleaning of the premises.
- The staff should ensure they are registered with the Scottish Social Service Council (SSSC) and take ownership of their own professional development.
- The manager and staff need to look at how they are involving parents and carers as well as the children with the work of the service.

What the service has done since the last inspection

Since the last inspection there has been no real progression within the service. This is no reflection on the staff who work hard to meet the basic needs of the children and keep them safe. The staff had introduced "My day at nursery" sheets which provided information for parents and carers about their child's day.

Conclusion

Overall the staff are the main asset of this service. There is plenty of space within the nursery which allows the children room to play and the out of school children are allowed access to the community park daily. Parents and carers thought the staff took good care of the children and that the children were happy at Central Private Nursery and Out of School Care Service.

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.

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The service operates from a converted retail property in Sandwick, Shetland. The service provides a combined full day care for pre-school children and after school care for school aged children.

The nursery operated from a large playroom with separate sleeping room, male and female toilets, disabled toilet/nappy-change facility, kitchen, an office and secure entrance area. The out of school club had a separate room, shared the toilets and the main playroom at times. There was a large community play park situated behind the facility, which the service used for outdoor play.

The nursery was registered to care for a maximum of 24 children not yet attending primary school and a maximum of 18 school aged children in the out of school facility. The nursery operated from Monday to Friday from 8.30 am - 6 pm, all year.

The out of school facility operated from Monday to Friday from 3 pm - 5.30 pm term-time and from 8.30 am - 6 pm during school holiday periods and in service days.

Included within the service aims and objectives was the statement:

"To develop good relationships between staff and parents".

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of 'Getting it right for every child' (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of 'Getting it right for every child'. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

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 3 - Adequate

Quality of environment - Grade 2 - Weak

Quality of staffing - Grade 2 - Weak

Quality of management and leadership - Grade 1 - Unsatisfactory

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

We wrote this report following an unannounced inspection which took place over two days. This was carried out by two Inspectors from the Care Inspectorate. We gave feedback to the manager at the end of the second morning.

During the inspection visit the number of children varied from session to session. We noted there were always two staff in the premises, which showed us that the service was aware of working within the conditions of their registration, and maintaining appropriate adult/child ratios. The age of children ranged from one year to those not yet attending primary school in the nursery. There were children from primary one who arrived at the end of the day for the after school session.

As part of the inspection, we took account of the completed annual return that we asked the service to complete and submit to us. We also took account of the information within the service's self-assessment and documents we looked at within the nursery.

We sent out 20 care standards questionnaires for the service to distribute to parents, and fifteen parents sent us a completed questionnaire before the inspection.

We emailed nine of the parents who had supplied an email address and we received five replies. From this exercise we learned that overall the parents and carers were very happy with the care and support provided at by the service. Comments from these will be included within the body of this report.

During this inspection process, we gathered evidence from various sources.

We spoke with:

- the manager
- the two members of staff on duty, as well as the relief staff member
- the cook briefly
- six parents and carers during this inspection
- children - on an informal basis.

We looked at the:

- aims of the service
- the completed self-assessment
- welcome information given to parents and carers
- certificate of registration
- liability insurance
- planning regime in both nursery and out of school care
- 2013 survey completed with parents and carers and one from this year 2015 - recently given out
- complaints policy
- child protection policy and procedures
- medication policy and system of administration of medicines
- risk assessment regime
- accident and incident regime
- first aid
- infection prevention and control procedures
- staff training
- staff files and record of continuous professional development (CPD)
- staff annual review system
- staff registration with the Scottish social Services Council (SSSC)
- environment
- children's engagement and enjoyment of activities.

We also observed:

- the staff as they worked with the children
- the sleeping regime and monitoring of sleeping children
- the snack and lunch times
- the equipment and resources
- how staff ensure children get fresh air and exercise and
- outdoor play.

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.

This was submitted before the inspection took place. This gave a brief outline of the service provided and detailed some areas that were in need of improvement.

Taking the views of people using the care service into account

During our time within the service we spoke informally with the majority of the children within the nursery. We also spoke with some of the children in the out of school care facility. From this we learned that the younger children were content and happy.

Taking carers' views into account

Overall the parents and carers were happy with the care and support given to their child with nothing but praise for the two main childcare workers who worked full-time. They liked that there was a lot of space in the nursery for the younger children and told us they thought there was a good range of activities provided.

The children in the out of school area seemed to spend most of their time outdoors in park, which parents and carers thought was good after the long school day, though one told us that they were not aware of exactly what other activities were provided.

However several told us that though indoors was warm and safe the outdoors was in need of:

"a lick of paint at least" with another describing it as "grim".

This has been reported on within Quality Theme 2.

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: 3 - Adequate

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 the two support workers to be kind, caring and committed to keeping the children safe whilst in the service. During this unannounced inspection we looked at how the manager and staff were involving the parents, carers and the children with their service. We found that the service was performing to an adequate standard in relation to this statement.

The staff told us they valued the involvement of the parents and carers and tried to include them with their child's care and support, though this was mainly through daily conversations at drop off and pick up times. Since the last inspection they had introduced a daily information sheet which went home with the child. This had been a suggestion by a parent which they had put in place. We looked at these and noted some days these were not completed, but this was on the busier days and staff told us they "just did not have time". The longer we spent at the service we saw this was indeed the case.

There were two support workers on all day from Monday to Friday. There was an extra member of staff who came to nursery to allow one of the staff to go to collect or drop off children to the nursery class in the local school. Staff found it challenging to manage as well as they did.

We looked at how the service communicated with the parents and carers. We saw a whiteboard in the entrance area which was used for up to the minute information for example "we are at the play park", the weekly song and other changes as they occurred. We saw other notice boards containing information about the nursery, staff information on the door as well local information and an assortment of leaflets.

We also saw they used:

- the telephone
- email
- social events, for example: Christmas event.

We also saw there was a suggestion's box in the entrance area, as well as a complaints policy displayed for parents and carers.

We looked at the planning processes and saw they used a floor plan format where they detailed what toys and resources would be out in each area. In the afternoon we saw "children's choice" which was what a specific child had chosen or asked for. This showed us they were giving some thought to involving and including the children, but we saw no evidence to suggest they involved the parents and carers.

However, when we asked the parents and carers for their opinion of the toys and activities they told us they were happy with the choice offered and thought that the two members of staff knew the children well and provided what interested them. They all thought the staff were "wonderful" and full of good ideas for activities to try with the children, especially art and craft.

During this inspection we talked with six of the parents and carers who arrived to collect or drop off their child/children. We also contacted nine by email and received five replies. When we asked the parents and carers if they felt they received enough information, they said they did. Several commented staff gave them daily updates and if they needed any information they were happy to ask. Another told us she liked the written information they were given most days, and that staff also made time to tell them about their child's day. This showed us staff were aware of the importance of making sure parents and carers were involved with their child's care whilst at nursery.

We looked at the settling-in process and found that there was an established system in place, which included giving parents and carers a welcome pack containing information about the service. Parents and carers were asked to complete a registration form, various consent forms, as well as to supply information about their baby or child. Staff told us that this information helped them gain an awareness of each child's needs. They talked over the care and support needed for each child with the parent.

When we asked some of the parents and carers if they had received information before their child started they told us that they had. One told us that they had visited the nursery with their baby, and had liked the staff and space within the service. They told us the staff had been very helpful when they were settling their child, providing reassurance which had made the settling-in easier for them as parents, as well as the child.

During the first day we were inspecting the service we saw two parents visiting with their baby, as part of their child's settling-in process. They told us it was good to see how the staff were with their child and also how happy the child was in their care. We also learned that staff were good at working with parents for example with real nappies for those who wished to continue with this at nursery.

During the inspection we observed how the staff approached and worked with parents and carers who arrived during the session. We noted they made time to talk with parents and carers and shared information. We saw staff were welcoming and friendly and had built up positive relationships with them.

Children's Involvement

We found that the staff had built up very strong relationships with the children in their care. They could demonstrate that they knew them well and were aware of their individual needs. We saw staff were warm and caring, working with the children in a friendly, natural way showing them by example how to act, how to share, and how to be kind with each other. This helped children to respect each other and understand the responsibilities of their actions. We saw happy smiling faces and relaxed children in the pre-school playroom.

We saw the staff ask for the children's opinions and noted they asked what they would like to put out after lunch. This could be developed further to enhance the experience for the children - **see area for improvement.**

We observed how the staff were when they were working with the older children in the after school facility. We saw staff chatting with children and noted that when children asked to go out in the park they were allowed to, and reminded of the rules whilst playing outdoors. This showed us staff were aware of the age and stage of development of the children and allowed them some responsibility.

We noted older primary aged children were allowed out by themselves with parental consent (written). The staff told us that the children were very good at making suggestions for activities, which were included in the planning - **see also area for improvement.**

We noted the planning was up to date but rarely evaluated. Staff told us this was an area they were aware needed to be worked on. We saw some evidence of 'brain storming' and 'mind mapping' with the children within the story corner, which showed us the staff were aware of how to do this, but allowed us to see how difficult this was with their workload. Staff told us with babies or new children they built up an awareness and knowledge of their likes and dislikes, and provided activities they would enjoy.

Staff did show us individual folders they had started with the children. Again these were not up to date. We agreed that these were work in progress and they would be a good record of the child's achievements and art and craft work.

Areas for improvement

We discussed how the service could improve how they involved the parents and carers. Though this was done informally we found limited evidence to show us how parents and carers could influence improvements in the service. We discussed the difficulties when the parents and carers were working all day and their time was limited. During the feedback session with the manager we shared several ideas and examples used by other care services. The manager shared some examples of home-links and we agreed that these could be added to and improved. One way could be to make the newsletters more regular or to involve the out of school children with writing these.

Planning was an area that needed to be looked at in both nursery and out of school care. Evaluations were rarely noted down and we saw very little next steps for the children had been identified. We noted that staff had limited time for this as they also had to manage the day-to-day running of the nursery and out of school service. We discussed this with the staff and also with the manager during the feedback session and made a recommendation - **see**

Recommendation 1.

The planning for the children's experience in both nursery and out of school care service must be further developed to show how they have included the children. The planning should be regularly evaluated by staff to make sure what they are providing meets the needs, likes and interest of the children in all areas.

Staff should identify next steps so that babies and younger children's potential will be extended and encouraged to develop their skills. Staff should also identify next steps for older children ensuring the children are fully involved in this and that future activities are interesting and allow the children to relax after the structured school day yet be entertained and happy. **See**

Recommendation 2.

We talked about more free choice also discussed how the resources could be more accessible to the children. The toys were all stored in cupboards which children did not have access to except if they entered with an adult to choose something for the tables. We talked about having toys displayed so children could ask for an activity to be taken out, or perhaps low units for some toys where they could choose freely without adult intervention.

Grade

3 - Adequate

Number of requirements - 0

Recommendations

Number of recommendations - 2

1. Parents and children to be supported to become more involved in the planning, development and improvement of the service.

Reference: National Care Standards, early education and childcare up to the age of 16 years. Standard 4: engaging with children; standard 5, quality of experience.

2. The planning processes must be further developed to enhance the children's experiences. The planning should be regularly evaluated and next steps identified so that children will be suitably challenged, motivated and to support them to achieve their potential. Staff should also highlight next steps for older children ensuring the children are fully involved in this

Reference: National Care Standards early education and childcare up to the age of 16 years. Standard 4: engaging with children; standard 5: quality of experience.

Statement 3

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

Service Strengths

During this inspection we found that the service had adequate systems in place to ensure the health, wellbeing and the needs of the children were met. As part of this inspection we also looked at how the nursery had promoted children's health and wellbeing through infection prevention measures.

We noted that the nursery had a number of key policies and procedures which informed staff and parents of best practice in relation to the health and wellbeing of the children. We noted that some were displayed in a folder within the entrance area for parents and carers. We also noted some information about health and wellbeing initiatives displayed in the entrance area.

We found that the younger children were happy, confident and settled within the nursery. We saw the pre-school children were relaxed and having fun whilst supported in their play by the caring staff. We heard staff praising the children for their achievements, good work, nice manners and kind behaviour. We saw that this boosted children's self-esteem and confidence and showed us that staff understood the children well. We noted that staff understood the age and stage of development of each small child. We saw that the staff supervised the children and intervened when necessary, for example when two children wanted to play with the same toy.

We looked at children's files and found that parents and carers were asked for relevant information about their child and their care needs, which provided staff with basic information about the child, family, emergency contacts, allergies, medical requirements, likes and dislikes and fears as well as additional support needs.

We looked at how the staff made sure all babies and children were kept free from harm, abuse, bullying and neglect. We found that the staff had attended child protection training, and updated this on a rolling programme. When asked they demonstrated that they would take action if worried about a child in their care.

We looked at how the nursery managed accidents and incidents. We saw there was a suitable method in place to records accidents and incidents which was shared with parents. We noted the staff had received training in first aid, and appropriate first aid equipment was held within the nursery, and a small kit to take going outdoors. Staff described action they would take should an accident occur which showed us they were competent in dealing with emergencies.

We looked at nutrition during this unannounced inspection. Parents and carers were asked to provide a packed lunch for their child. All snacks were prepared by the staff who were aware of the need to use nutritional guidelines and appropriate food preparation procedures. Staff told us that they promoted healthy eating and shared information regarding healthy eating with parents and carers. Snacks and meals were served in the playroom.

Children were encouraged to have good table manners. We saw staff offer help when needed. It was nice to see the school aged children sit with the nursery children for snack when they arrived after school. We noted the younger children enjoyed their company, many of whom were older brothers or sisters.

We looked at how prevention and control of infection was managed. We saw the staff promoted hand washing with the children. We observed children washing their hands before eating snack and lunch, after messy play, and after using the toilet.

Within the playrooms and toilet areas, liquid soap and paper roll were available and staff supported children to wash their hands. We did not observe a nappy change during this inspection.

Access to fresh air and exercise was good with daily sessions in the community park, as well as walks in the local area. We also noted they had music and movement, circle games at times, as well as discussions on the importance on keeping fit and healthy.

Areas for improvement

The service did not have a personal plan in place for each child in their care. Each child should have a written plan outlining their care needs and how the service plan to care for and meet these needs. Plans to be reviewed every six months or sooner should their care needs change - **see Requirement 1.**

We noted the child protection policy needed to be updated to include information about the national guidelines. We also noted that the manager was named as the child protection lead, however, at times the manager was not present. Staff need to be aware of which agency to contact if they have any child protection concerns such as the local duty social worker or Police. The policy will need to reflect this - **see Recommendation 3.**

We looked at how the service administered medication. Appropriate systems were in place to record the administration of medication however this needed updating.

We noted that there had been an instance where medication had been administered to a child by staff but this had not been signed for, therefore, this presented a potential risk to children. We also discussed that care staff should not give the first dose of any medication that was new to a child in case of any reaction.

The manager had the updated administration of medication guidelines, however, staff were not aware of these - **see Requirement 2.**

We asked the service to review and update the medication policy to reflect current best practice as detailed below:

- **Healthcare Guidance.**

The Management of Medication in Daycare and Childminding Services.
Publication code: HCR-0412-061.

Available online:

<http://carenews.careinspectorate.com/child-medication-daycare-update/>

We noted information about the new Allergen within food had not been shared with parents and carers. The service should display this information in line with current food standard guidelines.

We looked at the sleeping arrangements that were in place. We noted the sleep room was in need of attention - see Quality Theme 2 Environment. Whilst some children used the sleep room and all had their own individual bedding we noted some slept in buggies. Staff told us this was at parent's request. We discussed how it is better for children to sleep flat in a cot.

In the sleep room we saw individual bedding was stored for each child. However, there was clean spare bedding stored in a pile on top of the unit in the sleep room. This was not good practice, therefore, a recommendation was made. Clean bedding should be stored in a container not open to the air - **see Recommendation 4.**

We noted the service was using anti-bacterial handwash with the children which is not recommended in day to day practice - **see Recommendation 5.**

We looked at how the service promoted the Scottish Government's policy, 'Getting it Right for Every Child' (GIRFEC). We saw that the manager was aware of the importance of the service's role in supporting children in their care to achieve their full potential.

The manager told us that she had attended GIRFEC training but not the staff to date. We stated that staff should become familiar with the GIRFEC guidelines and attend this training as soon as this was available.

Grade

3 - Adequate

Requirements

Number of requirements - 2

1. The provider must ensure that each child has a detailed and accurate care plan in place. These must be reviewed at least every six months or sooner if required. This is in order to demonstrate that each child's care will be planned and reviewed to ensure their health and wellbeing needs are met.

This is in order to comply with Regulation 5(1), (2)(a)(b) of SSI 2011/210- Personal Plans.

Reference: National Care Standards early education and childcare up to the age of 16 years. Standard 3: health and wellbeing.

Timescale - within two months of receipt of this report.

2. Staff should ensure that they follow correct procedures when administering medication to a child. This is to make sure children are given the correct medication which is recorded which will ensure they are safe and well whilst in the care service. The manager should update the medication policy to include the current administration guidelines and that this is known by staff.

This is in order to comply with Regulation 4(1)(a) of SSI 2011/210- Welfare of users

Reference: National Care Standards early education and childcare up to the age of 16 years. Standard 3: health and wellbeing.

Timescale - within two weeks of receipt of this report.

Recommendations

Number of recommendations - 3

1. The child protection policy and procedures should be updated to reflect the national guidance. This should also clearly outline which route staff will take when the manager is not available. This is to ensure staff are clear and confident about their role in keeping young children in their care safe and protected.

Reference: National Care Standards early education and childcare up to the age of 16 years. Standard 2: a safe environment; standard 3: health and wellbeing.

2. Attention should be given to storage of unused bedding in the sleep room. This should be stored appropriately in covered storage to control the spread of air-borne infection in order to keep the children safe.

Reference: National Care Standards early education and childcare up to the age of 16 years. Standard 2: a safe environment; standard 3: health and wellbeing.

3. Appropriate hand washing procedures to be followed which are in line with current infection prevention and control guidance.

**- Infection Prevention and Control in Childcare Settings
(Day Care and Childminding Settings) March 2011:**

<http://www.documents.hps.scot.nhs.uk/hai/infection-control/guidelines/infection-prevention-control-childcare.pdf>

- Information on:
Scotland's National Hand Hygiene Campaign available at:

<http://washyourhandsofthem.com/children's-pack.aspx>.

Reference: National Care Standards early education and childcare up to the age of 16 years. Standard 2: a safe environment; standard 3, health and wellbeing.

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 2 - Weak

Statement 2

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

Service Strengths

We found that there was a welcoming and happy atmosphere within Central Private Nursery and Out of School Care Service. This was largely due to the commitment of the staff who we observed during our two day inspection. We saw the nursery aged children were relaxed and happy and played with the activities provided. We also noted they had fun playing in the community park, which the service used for outdoor play.

We noted that the children coming in after school enjoyed snack with the nursery children then all except one went out into the park to play. The older children had written parental consent to go outdoors into the park by themselves with staff checking on them regularly, until they all could go outside.

The building had a secure entrance which we found was locked during both the days we inspected. The parents and carers we asked told us the door was always locked and they were happy with the security of the premises. This assured us that the service provided a safe area for the children who attended.

The premises were on one level with a large main playroom for the pre-school children and a smaller playroom area for the school children who used this after school. We saw that the premises were suitably ventilated and had natural light from the windows, though the out of school area was not so bright with fewer windows.

The younger children were cared for in the main playroom which was of open plan design. There was an area partitioned off for younger babies, though there were no very young babies present on the days we inspected. We noted there was a separate sleep room for babies.

There was a separate kitchen where staff prepared lunches and snacks. This was kept clean by staff during the day and deep cleaned twice a week.

We noted there were appropriate toilet areas as well as nappy changing facilities. Staff made sure the toilet areas were kept clean throughout the day.

We observed that all the staff supervised the playroom well, though there were issues when the out of school service operated in the late afternoon - **see area for improvement.**

We saw staff reminding the children to be careful and considerate whilst playing and also to take care whilst playing on larger apparatus in the outdoor play park.

We also saw that the furniture in the playroom was suitable for the needs of the age group attending.

Overall we noted a basic standard of hygiene and cleanliness with the premises. We saw staff tidy as they went, wipe up spills when any occurred and clean floors after snacks and meals.

We looked at the outdoor area available for the children. We noted the play park was well used whilst we were present and that there was a wide range of outdoor toys, activities and play equipment. We noted the staff were keen to ensure the children went outdoors frequently.

Parents and carers liked that they had access directly from the nursery to the play park and told us this was well used.

Areas for improvement

We observed that the nursery areas were not well organised and very untidy. We saw areas where toys and resources were stacked haphazardly. We noted the staff room was so cluttered with items that the staff could not use this room.

We discussed with the manager the need to reorganise the nursery making it safer for staff and the children, for example, when choosing activities the resources were so disorganised it was difficult for staff to select items safely. This had a knock-on effect on the planning of the activities, as often it was easier to take out toys within easy reach.

We noted that staff never stopped all day and were working with the children without a break - **see Recommendation 6.**

Grade

3 - Adequate

Number of requirements - 0

Recommendations

Number of recommendations - 1

1. The premises and environment where children are accessing to be tidied and de-cluttered and storage reorganised.

Reference: National Care Standards early education and childcare up to the age of 16 years. Standard 3: health and wellbeing, standard 12: confidence in staff, standard 14, well-managed service.

Statement 5

"The accommodation and resources are suitable for the needs of the service users. "

Service Strengths

Overall the strength of the environment was that the playroom for the pre-school children was roomy with space to play. The out of school space was smaller but we noted there were not as many attending this service.

When we asked parents and carers for their opinion on the environment they told us the space was great. Some told us it was nice inside but the outside "lets it down a bit". We also noted they considered that the children went outdoors in the play park to be a strength. The outdoor area used did not belong to the service but was the local community play park.

We noted the staff worked hard to provide a range of toys and activities for the children in their care. They could demonstrate that they were aware of individual children's likes and dislikes. We noted that there was a range of toys and resources but staff had difficulty reaching some of these - **see area for improvement**.

When we asked parents and carers they thought there was a good enough range of activities and told us that the two members of staff were very good at coming up with new ideas for the children. Again we were made aware that parents and carers were very happy with the staff and thought they did well at caring for the children.

We did note there was a selection of the children's art and craft work displayed. This showed us staff were aware of the importance of celebrating the children's achievements and valuing their work.

Areas for improvement

The premises were not very welcoming from the outside. The inside had not had any attention for some years. The manager told us a new window was on order which would be installed once it arrived. She told us this had the nursery name etched and would "brighten up the entrance".

We learned from parents and carers that they considered the outside of the building to be in a very poor state. We saw this was the case during our inspection of the service. From the outside the building is in need of refurbishment. This was an area for development highlighted by the manager two years ago and was detailed in the previous inspection report 2013. To date no work has been completed on this.

Parents and carers were disappointed by this with one describing the outside as "grim".

Another description was:

"the building is in need of maintenance. I would actually like to know how structurally safe it is as it hasn't had anything done to it in years. I think agree that it needs a lot of attention. It is an eyesore which is a shame as the girls do such a good job and the premises let it down".

The exterior must be upgraded as soon as it possible. It is in a very poor state and not the nice, welcoming environment that a care service should be providing for young children. This is a poor example to set for children.

We asked the manager if the roof had been replaced or mended. She told us that it had remedial work done but was still in need of replacing. Again this was outstanding from the previous inspection two years ago.

We noted a smell of damp in the baby sleep room and again in the staff room. We noted that toys taken out of the staff room had a faint odour of damp which was not very good for the children - **see Requirement 3.**

Overall the premises were not clean enough. We arrived on a Wednesday morning and noted the floors were not as clean as they should be with the carpet area in the book corner unclean. We asked about the cleaning and found out a specialist company cleaned Wednesday night and Saturday with staff clearing as they went.

However this is not appropriate - young children should be cared for in premises that are clean every day. Staff do not have time to clean as well supervise and care for the children. When we arrived on Thursday the area was clean because the cleaning team had been in the previous night. However, the cleaning team will not be in again until Saturday, which is not suitable for the type of service provided - **see Requirement 4.**

We discussed with the manager during the feedback session of the need to de-clutter and tidy the premises. Staff told us that plans were in place for shelving for the staff room but we noted no shelves had been installed. This would have made it easier for staff to select activities for the children. It is also not a good example for children when they see clutter, this is not teaching them to tidy and keep areas nice for play. We noted the toys and resources to be well used and some in need of replacing.

We also discussed that if this was better organised the children would be able to see what toys and resources were available. We also talked about having low level shelving in the playroom for the younger age group, with additional toys and activities displayed so that children could have more choice, and freely access toys by themselves safely.

We noted the office was cluttered. The staff area inside the entrance area was cluttered giving a poor first impression for visitors but more importantly to the children in their care. When we came back the following day we did note the office had been tidied, though not the other areas.

We also talked about continuing with plans to upgrade the entrance area. This was planned some time ago and the manager now needs to put these plans into place. We discussed how they could ask the children and the parents and carers for suggestions.

Whilst we did see art and craft work displayed this was often very high up and not easy for the younger ones to see. Staff told us this was to keep the work safe.

Grade

2 - Weak

Requirements

Number of requirements - 2

1. The provider must ensure that work is completed to the premises and on the roof to make sure the children are cared for in dry, pleasant surroundings. The outside of the premises must also be improved to provide a welcoming environment for the children and their families.

This is in order to comply with Regulation 4(1)(a) of SSI 2011/210- Welfare of users and Regulation 10 (1), (2)(a),(b))d) - Fitness of premises.

Reference: National Care Standards early education and childcare up to the age of 16 years. Standard 2 a safe environment; standard 3 health and wellbeing, standard 14 well-managed service.

Timescale: To commence within two weeks and to be completed within six months of receipt of this report.

2. The provider must ensure that the environment where children are cared for is safe, clean, hygienic and suitable for the needs of all ages of child.

This is in order to comply with Regulation 4(1)(a) of SSI 2011/210- Welfare of users and Regulation 10 (1), (2)(a)(d) - Fitness of premises.

Reference: National Care Standards early education and childcare up to the age of 16 years. Standard 2: a safe environment; 3 health and wellbeing, standard 14 well-managed service.

Timescale: within 24 hours of receipt of this report.

Number of recommendations - 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 2 - Weak

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

We looked at how staff were recruited within the service. We noted that the systems in place at Central Private Nursery and Out of School Care Service were adequate and that suitable checks were completed before new staff were allowed to work within the service.

These checks included:

- asking for a CV from applicants
- seeking two personal references
- short-listing for interview
- interview process and selection of suitable applicants.

The manager told us that suitable applicants would then be offered the post once clear Disclosure Scotland checks were received. The manager also told us that the service was registered with Disclosure Scotland in order to process these checks on new staff.

The manager also told us that new staff were supported to apply for registration with the Scottish Social Services Council (SSSC) when required and that they were encouraged to attend core training as well as apply for courses that would lead to an appropriate qualification should they not have one. She also said that when advertising for new staff she asked for applicants with suitable qualifications to apply.

We noted that the manager was currently recruiting staff for the service and she told us that following this inspection she would strive to have new staff employed as soon as possible.

Areas for improvement

We noted the recruitment policy within the service did not refer to the new system for checking staff - Protection of Vulnerable Groups (PVG) checking. We asked the manager to update the recruitment policy and procedures to reflect this - **see Recommendation 7.**

We also discussed the need to make sure that cross checks with the appropriate registration bodies are completed on new staff. We discussed that manager must check with bodies such as The Scottish Social Services Council (SSSC) or similar for example General Teaching Council for Scotland (GTCS) should an applicant have a teaching qualification. This is to ensure the applicant is safe and suitable to work with young children - **see Recommendation 7.**

We discussed the need to continue with plans to recruit additional staff as soon as possible which will enable the children to be cared for safely.

Grade

3 - Adequate

Number of requirements - 0

Recommendations

Number of recommendations - 1

1. To update the 'Safe Recruitment Policy and Procedures' to include asking for a 'Protection of Vulnerable Groups' (PVG) check. The service should ensure that cross checks with appropriate registration bodies are also completed.

Reference: National Care Standards early education and childcare up to the age of 16 years. Standard 3: health and wellbeing; standard 12 confidence in staff, standard 14; well-managed service.

Statement 3

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

Service Strengths

As part of the inspection process we look at staff practice. We noted that the staff were a strength of the service. We saw that the staff were committed to providing a caring service for all ages of children in their care. We saw that staff worked well together. We noted they tried hard to create an area where the children can play safely with a basic selection of activities.

The manager told us that she was very happy with the current staff. She described them as hard working and good with the children. We observed the staff during the two days we were present. We saw them exchanging information by discussing how the morning had gone and to prepare for the afternoon. Both staff demonstrated that they were committed to providing a warm and caring service for the children who attended.

We noted they were aware of the issues and difficulties presented by not having enough staff, limited input from the manager and lack of resources. We saw they worked hard to make sure the impact of this on the children was limited and at times noted they took in their own resources to add to an activity or theme.

We looked at staff supervision and training. We noted that there was an annual review process in place, though no up to date record of this was found within the staff's continuous professional development (CPD) folders. We looked at how the manager monitored staff performance and any training needs. She told us she talked with staff regularly though was not present for most of the time.

The manager could show us on her laptop that staff had had a review last year in 2014, although this had not been printed off for staff records.

Staff told us they were encouraged to attend core training, and liked to do so as this helped them in their role and enabled them to keep up to date with current childcare practice.

Staff had access to core training including:

- first aid
- child protection awareness
- food hygiene.

When asked all staff told us that they enjoyed their roles despite the shortages. When asked, the staff told us they received good support from the manager though at times this was by telephone.

We noted the nursery had a basic induction regime in place for new staff which ensured that all staff understood their roles within the service.

As part of an inspection we take time to talk with parents and carers about the staffing within the service. We interviewed parents and carers during the inspection visit and found that the parents and carers thought very highly of the staff. When asked if they thought they had the necessary skills to support their children's learning and development they told us that the staff were "lovely", "easy to talk to and "very helpful".

This was further confirmed within the care standards questionnaires and the emails we received.

Among the positive comments we received was:

- "The staff at this nursery are outstanding."

We noted that all new staff were checked under the 'Protection of Vulnerable Groups' (PVG) before starting work in the nursery.

We saw staff kept a record of their own professional development and learning in the form of a continuous profession development (CPD) folder and noted staff were keeping a record of any training they attended.

Areas for improvement

Scottish Social Services Council (SSSC)

The SSSC is the body that regulates care staff and decides the level of qualification for each post. We saw that the staff were qualified to the required level for support workers but there were no staff qualified or employed at practitioners level

We found that the staff had applied for registration with the SSSC some time ago but had not followed this up. We asked them to do this. When we went back the next day staff could tell us that their applications had been "archived" and that they were in fact not registered. The manager told us that she thought staff had applied for registration but was not aware which stage they were at.

The two staff currently caring for the children were not registered and had no current application in place for registration with the SSSC. We wrote to the provider on 12 May 2015 informing them that they were required to ensure that staff had applied to SSSC by 30 May 2015.

The provider responded to the Care Inspectorate on 19 May 2015 advising that the two applications had been sent to SSSC - **see Requirement 5.**

We discussed the need to ensure staff were properly supported to do their best for the children. Though the manager told us staff had an annual review we did not find records of this in the staff CPD files.

We discussed how staff worked unsupervised and how they should receive appropriate guidance. One way was to have regular meetings, and also be professionally monitored.

Therefore, a recommendation was made - **see Recommendation 8.**

We also talked with staff about the need to their continuous profession development (CPD) records up to date.

Grade

2 - Weak

Requirements

Number of requirements - 1

1. The provider must ensure staff are qualified to the appropriate level and registered with the SSSC.

This is in order to comply with Regulation 9(1), (2)(b) of SSI 2011/210- Fitness of employees.

Reference: National Care Standards early education and childcare up to the age of 16 years. Standard 3: health and wellbeing; standard 12, confidence in staff, standard 14 well-managed service.

Timescale: With immediate effect.

Recommendations

Number of recommendations - 1

1. The manager must make sure that all reviews which have been held are then shared with staff. Staff must receive written records of their review.

This will allow staff to keep up to date with practice in order to care for the children in their care in a professional manner.

Reference: National Care Standards early education and childcare up to the age of 16 years. Standard 12: confidence in staff; standard 14, well-managed service.

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 1 - Unsatisfactory

Statement 3

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

Service Strengths

We found the service to be performing to an unsatisfactory standard in relation to this statement.

Staff told us they supported each other and generally managed to keep the service running to the best of their abilities. Credit must be given to the caring and committed staff who worked very hard to keep the service running smoothly. Staff did their best for the children and tried to make sure they were able to play with a range of toys and activities

Areas for improvement

The manager was not in fact working in the service. She was not present when we arrived and not during the first day we inspected the service. She telephoned to talk with the Inspector since she would not be available that day. We met with the manager on the second day.

She informed us that she was working in another job and although the initial post was a temporary part-time one this had now been extended and she currently worked full time outwith the nursery. She said she was normally in nursery every morning and "available at the end of a telephone" should staff need to contact her.

However, this was not appropriate since the two staff members were support workers and not qualified to the necessary level to be registered with the Scottish Social Services Council (SSSC) as practitioners. Support staff cannot be left in charge of the service, therefore, the service was operating illegally.

Since the date of the inspection we have written to the manager formally informing her of her role and responsibility in relation to having suitably qualified staff in post when she is not there.

The provider must ensure the service is appropriately managed. She must do this either by working in the nursery and managing it herself or appointing suitably qualified staff who can take the lead in the service.

The staff must be qualified up to an HNC or SVQ level 3 level taking the lead when the manager was not present. The current staff were qualified up to SVQ level 2 only. The relief staff member was unqualified therefore if one staff member was off the service was being run by one support worker and an unqualified worker - **see Requirement 6.**

The manager had not formally notified the Care Inspectorate that she was not working within the service. A provider of a care service must notify the regulator or any absence of a manager. We asked the manager to formally notify us via the eform system of the management structure for the service - **see Recommendation 9.**

We found the staff did not have a proper lunch break. They waited until the children had their lunch and any children were collected or dropped off. They then took the children through to the out of school area where they could watch a DVD, whilst staff ate their lunch.

The staff had no time to themselves or time out of the building due to there only being two staff. We discussed this with the manager during the feedback session and pointed out staff should have, and were entitled to a proper break. This is an area which should be looked at immediately.

Staff will not function at their best if they are tired or in need of a break. There were no staff meetings, though staff told us they talked together as part of their daily routine and discussed all aspects of the service together.

The manager did not have regular meetings with staff to ensure the service was running well. We discussed how proper scheduled meetings would enable her to be aware of how the service was operating and also allow for staff to detail needs or new resources. For example, we noted there was a 'shopping list' in the kitchen where staff could note resources they needed.

However the planned 'garden centre' they had made with the children last week, was still waiting for the compost which had been added to the shopping list last week.

This showed us that the system was not working very well and children were not being given the best experience they could have been - **see Requirement 7.**

Grade

1 - Unsatisfactory

Requirements

Number of requirements - 2

1. The provider must appoint a manager who will have responsibility for the daily running of the service and are qualified to the appropriate level and registered with the SSSC.

This is in order to comply with Regulation 7 (1)(2)(c)(d) of SSI 2011/210- Fitness of managers.

Reference: National Care Standards early education and childcare up to the age of 16 years. Standard 12: confidence in staff; standard 14, well-managed service.

Timescale - within four weeks of receipt of this report.

2. The provider to ensure there are effective management and leadership arrangements in place, including providing support and development for staff and to improve the outcomes for children.

This is in order to comply with Regulation 4(1)(a) and Regulation 7 (1)(2)(c)(d) of SSI 2011/210- Fitness of managers

Reference: National Care Standards early education and childcare up to the age of 16 years. Standard 3: health and wellbeing; Standard 12, confidence in staff, standard 14, well-managed service.

Timescale: Within two weeks of receipt of this report.

Recommendations

Number of recommendations - 1

1. The provider must notify the Care Inspectorate of any absence or change of manager of the service. This should be completed via the electronic eform system immediately or as soon as a new manager is appointed.

Reference: National Care Standards early education and childcare up to the age of 16 years. Standard 12: Confidence in staff; standard 14, well-managed service.

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 noted that the week before the inspection the service had given parents and carers a questionnaire asking them to comment on the service at Central Private Nursery and Out of School Care Service. The manager told us that this had been done last year and was now due. We saw some returned questionnaires from 2013 and one new one returned so far from the current survey.

The manager also said that parents and carers had opportunities to comment about the service at any time via the suggestions box in the entrance area. We noted the service had not had any suggestions for some time.

Areas for improvement

We felt that quality assurance was an area in need of improvement. Since the last inspection this had been touched on but not looked at in any great depth. The staff were too busy to do much and felt that this was a managerial role. They spent their time caring for the children and trying to meet their needs, which is what they should be doing.

The staff tried their best to plan, and evaluate the activities and daily running of the service. We found the planning was not evaluated as frequently as it should be, due to lack of time. (See also Quality Theme 1 - Statement 1).

The manager needs to take time to observe and evaluate the quality of experience for the children. She needs to monitor staffing and ensure their needs are met. The manager needs to evaluate the environment which was in need of improvement.

The service as a whole needs to be evaluated and plans put in place to upgrade and improve the quality of experience for babies, pre-school children, as well as those attending the out of school care service.

There was no development or improvement plan. We found no evidence of how the manager planned to work on, add to or improve the service.

This was a marked deterioration since the previous inspection in 2013 - **See Requirement 8.**

Grade

2 - Weak

Requirements

Number of requirements - 1

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

This is in order to comply with: Scottish Statutory Instrument 2011/210 Regulation 3, Regulation 4(1)(a).

Reference: National Care Standards for early education and childcare up to the age of 16 years. Standard 5: quality of experience; standard 12, confidence in staff; standard 13 improving the service; standard 14: well-managed service.

Timescale: Within two months of this inspection report.

Number of recommendations - 0

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

1. Recommendation 1

Attention to be given to the front door and entrance area to make this more welcoming for children and their families.

National care standards, early education and childcare up to the age of 16 years. Standard 2: a safe environment.

However, we did see that the former fire door had been blocked up but work was not fully complete here.

The action plan stated this would be done by the end of 2013.

This recommendation was made on 15 May 2013

This had not been met.

2. Recommendation 2

The manager must ensure she follows the safe recruitment procedures at all times.

National care standards, early education and childcare up to the age of 16 years. Standard 12: confidence in staff.

The manager is currently recruiting at present.

This recommendation was made on 15 May 2013

This had been met.

3. Recommendation 3

Staff to attend refresher first aid as soon as possible

National care standards, early education and childcare up to the age of 16 years. Standard 12: confidence in staff.

This recommendation was made on 15 May 2013

This has been met.

The service gave us an appropriate action plan detailing how they planned to meet the three recommendations.

7 Complaints

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

8 Enforcements

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

9 Additional Information

10 Inspection and grading history

Date	Type	Gradings	
15 May 2013	Unannounced	Care and support	5 - Very Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and Leadership	5 - Very Good
19 Dec 2012	Re-grade	Care and support	3 - Adequate
		Environment	Not Assessed
		Staffing	Not Assessed
		Management and Leadership	Not Assessed
21 May 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and Leadership	4 - Good
18 May 2011	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and Leadership	4 - Good
10 Jun 2010	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate

		Staffing Management and Leadership	4 - Good 3 - Adequate
7 May 2009	Unannounced	Care and support Environment Staffing Management and Leadership	4 - Good 4 - Good 3 - Adequate 3 - Adequate
4 Jul 2008		Care and support Environment Staffing Management and Leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate

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