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Highland Council
Council Headquarters
Glenurquhart Road
Inverness
IV3 5NX

20 November 2023
2023383270
CS2003013517

Dear Sir/Madam

COMPLIANCE WITH IMPROVEMENT NOTICE

On **4 May 2023** you were served with an Improvement Notice in relation to Mount Pleasant Nursery, Mount Pleasant Primary School, Castletown Road, Thurso, KW14 8HL, in terms of section 62 of the Public Services Reform (Scotland) Act 2010 ("the Act"). The Improvement Notice stated that unless there was a significant improvement in provision of the service, Social Care and Social Work Improvement Scotland (hereinafter referred to as "the Care Inspectorate") intended to make a proposal to cancel your registration. The Improvement Notice specified the nature of the improvements to be made, and the period within which they were to be made.

As there has been a significant improvement in the service, the Care Inspectorate has decided not to proceed to make a proposal to cancel the registration of the service. Our conclusions about the improvements made are noted below.

Improvements

1. By 29 September 2023, extended from 19 June 2023, you must ensure that children's health, welfare and safety needs are consistently met. In particular you must ensure that:

- a) every child has a comprehensive and up-to-date personal plan that outlines how staff should meet their current health, welfare and safety needs, and
- b) all staff must use the information within the personal plans to meet children's health, welfare and safety needs.

This is in order to comply with Regulation 4(1)(a) and Regulation 5 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

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Significant progress had been made towards meeting this requirement. Children had up to date personal plans which contained information about their health, welfare and safety needs. Children's information was consistently recorded across personal planning records. For children with identified needs, support passports and child's plans provided further detail as appropriate to support their needs. Support strategies were included in these documents to influence positive experiences and outcomes. These now need to be reviewed to ensure greater detail about specific strategies is recorded as well as how and when these strategies will be applied.

The service was continuing to develop how children's health, welfare and safety information was shared and used by staff to help meet needs effectively. For example, structured agenda was in place for regular staff meetings. As a result, children's health, welfare and safety information was shared, discussed and actioned with staff. The agenda structure gave staff the opportunity to raise any concerns, discuss these and for management to take further action if required. A system was in place to share staff meeting minutes with staff if they were unable to attend a meeting. This meant that they were able to access important information which could have the potential to affect children's outcomes. Other systems, such as a supply staff folder, were in place to help relief staff provide continuity of care for children in the event of staff absence. Where it was appropriate there were protocols in place to support children's health, welfare and safety.

The service should now continue to identify and implement measurable next steps to secure sustained improvement to children's outcomes.

This improvement has been complied with.

2. By 29 September 2023, extended from 19 June 2023, all required improvements to children's health, welfare and safety needs must be identified and addressed through effective quality assurance processes.

This is in order to comply with Regulation 3 and Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

Significant progress had been made towards addressing improvements to children's basic health, welfare and safety needs through effective quality assurance systems.

We found that children's health needs were better supported by accurate, consistent records and monitoring systems. The manager had carried out an audit of medication held in the nursery. Staff had day to day responsibility for the management and administration of medication, including the record keeping. The service had implemented a system of recording daily if identified children had been administered

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doses of medication prior to attending nursery. These systems contributed to meeting children's health and medical needs safely.

Children's welfare was supported by staff having a structured agenda at staff meetings. This meant there was a regular time set aside to discuss, share and update the staff regarding any concerns. As a result, staff could form actions to be taken to support children's needs and protection.

Effective monitoring processes had enabled the service to make progress in ensuring children's safety with regard to infection prevention and control. Staff monitoring of effective handwashing had been established. Supervision of children accessing the toilets had been increased. Staff were responsible for daily checks of the outdoor area and the cleanliness and condition of equipment. Quality assurance of the outdoor checks was carried out by a designated member of staff. This provided the opportunity for any issues, such as broken equipment, that had not been followed up to be resolved.

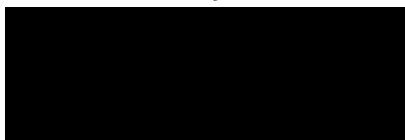
The service now needs to ensure that the significant progress made is sustained for children's outcomes to continue to benefit.

This improvement has been complied with.

A copy of this notice has been sent to the local authority within whose area the service is provided.

The Improvement Notice dated **4 May 2023** is no longer in force.

Yours sincerely



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Service Manager

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