Duchal Nursery School
Day Care of Children

Broomknowe Road
Kilmacolm
PA13 4JA

Telephone: 01505 874 358

Type of inspection:
Unannounced

Completed on:
3 December 2021

Service provided by:
Duchal Nursery

Service provider number:
SP2003000821

Service no:
CS2003004063

About the service

Duchal Nursery School has been registered with the Care Inspectorate since 1 April 2002 and is a parents' run cooperative with charitable status. The nursery has a board of directors and a voluntary management committee made up of parents. The service is situated within the village of Kilmalcom, Inverclyde and is registered to provide a care service to a maximum of 4 children aged from 2 years 9 months to 3 years and 22 children from 3 years to not yet attending primary school. The service will operate throughout the year, term time only.

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. GIRFEC 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 GIRFEC. 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.

As part of this inspection, we took into consideration Key Question 5 - Operating an early learning and childcare setting (including out of school care and childminders) during Covid-19 with a specific focus on Quality indicator 5.2: Infection prevention and control practices support a safe environment for children and staff. We will report on the overall performance of this indicator in Theme 1 Quality Care and Support.

We compiled this report following an unannounced inspection carried out by two early learning and childcare inspectors.

What people told us

We contacted parents of children who attended the nursery class and received feedback from 13 through electronic questionnaires. All parents were very happy with the nursery school and the care their child received, comments included:

'Duchal is unlike any other nursery the staff put in so much thought and effort into their day they are 100% there in the moment with them. They are welcomed at the door with great enthusiasm each morning making them feel special and wanted as individuals and equals.'

'I couldn't wish for a nicer environment for my daughter to attend as part of her early learning experience, she loves the teachers and has asked me if she can stay on longer at nursery. Duchal is such a special nursery with a magical feel to it, I will be sad when my daughter leaves to attend school.'

'Fantastic feedback from school. Verbal daily reports at pick up and drop offs, 2-3 weekly picture feedback via online diary and social media page.'

'Very well informed about Duchal nursery class. Learning journals are uploaded twice weekly and teachers always take time to discuss any issues that may have occurred throughout the day at pick up or drop off.'

'Duchal is a really wholesome, nurturing nursery with an excellent staff to children ratio. The staff form lovely bonds with all the children and really get to know each and every one of them.'

'I feel I am kept well informed about my child's time at nursery. I get daily updates when I collect my child, have occasional calls with the headteacher and we also have access to learning journals where there are regular updates and photos of what my child has been doing at nursery.'

'The head teacher is lovely and very good at listening to my concerns and values and how my son gets on at home so that she can help his nursery life to complement this still upholding our values and parenting and diet and so on.'

'Wonderful nursery! My son loves it and as parents it gives us excellent peace of mind. The teachers are fabulous and caring.'

'Very happy with new upgrades to nursery and new equipment. Staff are fantastic. Very satisfied with everything my child has ever needed support with.'

'It is a wonderful place. My son is very happy and will be sad to move on. The staff go beyond what one would expect to keep my son safe and happy.'

Self assessment

A self assessment was not requested prior to this inspection.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

We observed children in a caring learning environment where they were supported to reach their potential. We found children's physical and emotional wellbeing was promoted by a warm, caring, and enthusiastic staff team, who knew the children well. Children were happy and active throughout the inspection accessing areas on offer. We observed a balance of adult directed and freely chosen activities which were supporting children to develop key skills. Children were confident at approaching staff for support, help and reassurance at appropriate times. As a result, children were developing positive attachments with the staff team.

We found there was opportunities for children to develop some independence skills at snack and lunch. Children were involved through discussions with staff being supportive and encouraging when choosing what they wanted to eat and assisting when required. We observed staff also used this as a time to engage with the children, encouraging conversations, positive relationships, and peer support.

We found this supported children in evaluating their likes and dislikes, whilst offering some self-control over their choices. We have asked management and staff to ensure fresh drinking water is made available to children at all times.

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 communicated daily with parents at handover times as well as weekly input to online journals and parents' newsletters which enabled staff to effectively engage with parents. Online learning journals reflected real time learning, development, and some progress of children. Parental engagement through the app enabled parents to keep in touch with staff and support them in their child's early level development.

We sampled children's personal care plans and found that they contained most of the required information. Management and staff should continue to develop these ensuring they reflect 'how' they will be supporting children's health, wellbeing, and safety needs. We discussed the format being used and recommended streamlining the current format to ensure all children's personal care plans included the Getting It Right for Every Child (GIRFEC) SHANARRI wellbeing indicators and detailed information to include each child's current care and support needs, 'all about me', routines and preferences. These should continue to be reviewed with parents and carers every six months or when necessary.

We looked at how the nursery's planning approaches for children's care, learning and development ensured they experienced positive outcomes. Throughout the various play sessions, we observed it was clear that children experienced sensitive and respectful caregiving. We observed staff being responsive to children's changeable interests and demands. Children were spoken and listened to in ways that encouraged them to feel valued and included. We discussed with management further ways of recording the child's voice and interests as well as documenting learning through considering the use of big books or learning walls. This will support staff in documenting and tracking children's learning undertaken.

We audited the medication that was being stored on the premises and discussed with management the storage and recording of medication. Management addressed areas identified immediately. The service should continue to monitor and audit medication including the recording of information following the medication guidance, 'Management of medication in daycare of children and childminding services' this will ensure that children are healthy and well.

We were satisfied the service had appropriate infection control procedures in place to support a safe environment for children and staff. For example, effective social distancing measures were in place for adults when required, such as moving around the environment. We saw staff wearing personal protective equipment to reduce the risk of spreading infection, we have asked staff to update their knowledge in relation to doffing and donning of PPE to support the effective use of face coverings. We found children were supported to understand the need for good hygiene. We observed handwashing taking place by all children regularly throughout the session. A risk assessment was in place, which set out clear measures intended to reduce the risk of transmission of Covid-19. All measures were understood and implemented by staff.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

We looked at the nursery environment and resources within it in terms of how they were managed to support positive outcomes for children.

The premises provided a welcoming environment and evidence of children's learning was displayed throughout. We found the rooms to be clean, bright, and well ventilated ensuring a comfortable environment for children and staff. We observed the children playing confidently, choosing from a range of resources and materials for example, making playdough, accessing interest tables, art and craft materials to encourage imagination.

All children had access to the secure outdoor play areas and were encouraged to play outside daily. We observed children confidently exploring areas outdoors. They especially enjoyed playing with the new mud kitchen that had been delivered during our visit as well as playing on the pirate ship, running, and climbing. We observed children choosing when they wanted to return indoors and staff meeting these requests. We found this was promoting healthy lifestyles and opportunities for children to engage with peers throughout the service developing positive relationships.

To enhance outdoor play we would encourage the manager and staff to implement a more free flow access to outdoors or a system to identify individual children choice of how they access the outdoors. We found loose parts play and heuristic resources both indoors and outside should also continue to be developed further to provide children with increased natural and open-ended materials which helps promote curiosity, inquiry and problem solving.

We observed that the children's toilets leading onto the playroom did not have an external door present and children were playing directly opposite the toilet entrance. We have asked the management team to review this in relation to children's privacy and dignity and in regard to reducing the risk of cross infection. Consideration should be given to adding a door to the toilet access area. We signposted management to best practice guidance 'Space to Grow' and also recommended contacting environmental health for further advice. (Recommendation 1)

We sampled accident and incident records and asked management to audit these to identify common patterns or reoccurring concerns. This should include any actions required in relation to the environment, resources and children to support the health and safety of individuals accessing the setting.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider and manager should review the access to the children's toilet area to improve the infection, prevention, and control measures and to respect children's privacy and dignity at all times.

This ensures care and support is consistent with the Health and Social Care Standards which state that:

'If I require intimate personal care, this is carried out in a dignified way, with my privacy and personal preferences respected'. (HSCS 1.4)

'The premises have been adapted, equipped and furnished to meet my needs and wishes'. (HSCS 5.16)

'My environment is relaxed, welcoming, peaceful and free from avoidable and intrusive noise and smell'. (HSCS 5.18)

Grade: 4 - good

Quality of staffing

Findings from the inspection

We found that staff worked well together, and they were respectful in their interactions with each other, creating a positive ethos within the service. Good working relationships had been established which meant that the children and families experienced a warm, caring atmosphere.

Staff understood the importance of building trusting relationships with children and parents, through discussions with staff we recognise they knew the children and their families well. We found relationships with parents to be positive and staff valued the connections they had with families. Parents commented positively on the staff team and the care and support their children received. Parents told us 'Each child is treated as an individual and their care tailored to their needs', 'staff know my child well and quickly identified what his interests are and what he didn't like when he started attending the nursery.' We found this was supporting parents to be involved their child's care.

We found systems were in place to carry out annual appraisal meetings with staff. These helped to set targets for staff to meet and to identify their training needs to further assist them in their role within the service. All staff were registered with the Scottish Social Services Council (SSSC) and if required were working towards an appropriate qualification for their registration. We found staff were enthusiastic and keen to develop their skills, some staff had recently attended training on 'realising the ambition' which we found was beginning to impact on the quality of children's experiences. We found that staff were at the early stages of reflecting on their learning and we suggested that staff would benefit from completing post training evaluations to support them to identify any potential impact for children within their care. Any changes or improvements made in response to training attended or self-directed learning should be recorded, tracked and evaluated to assess the impact on children and families.

Staff demonstrated a good understanding of their responsibilities to protect children from harm. They had yearly inhouse refresher training in child protection and knew what to do should they have any concerns and who to pass the information onto. We discussed with the manager accessing external training in child protection and linking with the local authority as this would increase staff knowledge and confidence in protecting children from harm.

We sampled staff files and the services safer recruitment procedures. We found staff within the service had not completed health declaration forms and due to the storage of information not all documents were available on the day of inspection. We have asked the provider and manager to consider where information is being held and ensure that staff individual files are completed accurately. We signposted best practice guidance ' Safer recruitment through better recruitment' to ensure the service is following the correct process when employing staff.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The quality of management and leadership has been evaluated as good. Important strengths were identified with some areas for improvement.

Throughout this inspection we found the management team to be responsive to suggestions and committed to improving children's experiences and outcomes. They demonstrated a clear vision of how they would like to improve the service. Staff told us that they felt supported within their role and described themselves as "a close team". We acknowledge there has been a change in the management structure, and recognise the team is continuing to develop the service for the children and families. This resulted in children receiving care in a friendly, relaxed environment.

We found quality assurance processes were in place, which helped support the monitoring and development of the service. We evidenced progress had been made on some priorities identified for example, developing outdoor environment to engage and support learning and improve communication with parents through the implementation of the online learning journals. Management would benefit from streamlining processes currently in place and continue to monitor staff practice. This would support areas of improvement and positive impacts on outcomes for children. It would be helpful for the manager to visit the Care Inspectorate HUB where they will find 'The Model for Improvement' which provides a framework for developing, testing, and implementing changes. This would enable the manager to monitor and record the impact to further support reflective practice and improve outcomes for children.

The provider along with the manager should look at the time allocated to complete and review managerial responsibilities. The manager should have allocated time throughout the month where she can focus on reviewing, assessing, auditing, and monitoring processes for example, medication, accidents and incidents, staff practice, children's experiences, policies and procedures and personal plans. This will support the service to continue to improve and develop, which in turn will enhance positive outcomes for children, families and staff.

The service had addressed the recommendations made at the previous inspection. From the evidence gathered during this inspection we have confidence that the service has the capacity to improve and are now well-placed to continue their improvement journey. We look forward to seeing their progression at the next inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

Recommendation 1

The provider should ensure staff access relevant training and development opportunities. A training calendar should be developed to manage and monitor staff members' individual training.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes." (HSCS 3.14)

This recommendation was made on 18 January 2019.

Action taken on previous recommendation

We found management have developed a training calendar and staff have been attending a variety of training for example, BA childhood practice, child smile, realising the ambition and my world outdoors, staff were reflective on courses attended and discussed regularly as a team. This recommendation is now met.

Recommendation 2

Staff receive support, and time to review their own practice and professional development on a formal 1:2:1 basis with their manager.

This is to ensure care and support is consistent with the Health and Social Care Standards which state ' I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional codes. (HSCS 4.14) and "I use a service that is well led and managed" (HSCS 4.23).

This recommendation was made on 18 January 2019.

Action taken on previous recommendation

Management had implemented a system to complete regular 1-2-1s with staff which looked at staff performance and areas of improvement as well as training. This recommendation is now met.

Recommendation 3

In order that children receive high quality care, support and daily experiences, the provider must support the manager and staff to develop a robust quality assurance system which effectively assesses and improves all aspects of the service.

The provider with support and input from the manager, staff, parents and children should develop a robust improvement plan.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: ' I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19) and 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11)

This recommendation was made on 31 March 2022.

Action taken on previous recommendation

We found the manager had implement an improvement plan and quality assurance calendar that looked at learning and care across the service as well as monitoring learning journals, focus on staff meetings and school transition. Management should continue to keep quality assurance under review to support reflective practice and improved outcomes for children. This recommendation is now met.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
18 Jan 2019	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 3 - Adequate
10 Feb 2017	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed Not assessed
13 Nov 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
16 Nov 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good Not assessed
27 Jan 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed

Date	Type	Gradings	
27 Jan 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
4 Feb 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 6 - Excellent 5 - Very good 5 - Very good

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