Noah's Ark Day Care
Day Care of Children

Balnageith Road
Forres
IV36 2SX

Telephone: 01309 672296

Type of inspection:
Unannounced

Completed on:
25 May 2018

Service provided by:
Noah's Ark Day Care

Service provider number:
SP2003001946

Service no:
CS2003008947

About the service

Noah's Ark Day Care is registered to provide a care service to a maximum of 36 children of whom no more than 3 under the age of 2 years and no more than 10 aged from 2 years to under three years. The service was previously registered and transferred its registration to the Care Inspectorate on 1 April 2011.

The service operates from purpose built premises located towards the outskirts of Forres. The environment is bright, spacious and well thought out for the needs of the children. The service has a large garden to the rear, front and side of the building which is accessible from both sides of the large playroom.

The aims and objectives of the service include:

- to provide a safe, secure, caring and stimulating environment where children can grow and learn and acquire skills that will encourage them to become confident, motivated and independent thinkers and learners
- to encourage partnership between parents/guardians, community, outside agencies and Noah's Ark
- involve respect and work in partnership with parents in their child's pre- school learning and development
- respect each child as an individual and maximise their capabilities to allow the children to reach full potential
- promote equality of opportunity and encourage positive attitudes to self and others
- to provide a day care setting where the ethos is friendly and relaxed, but professional
- facilitate training and professional development for all staff.

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC), Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC, safe, healthy, achieving, active, respected, responsible and included (also known as SHANARRI).

What people told us

There were a total of 47 children present during the inspection. We observed the children having fun during play activities which included creative and imaginary play, the majority of which was outdoors as free flow (indoor/outdoor) play was promoted and children chose to be out for the majority of the sessions. Children played happily and confidently together with each other as well as individually, and remained engaged throughout the session. Children told us that they had lots of fun; they liked to help and especially liked playing outside. Specific comments included:

'I am making a raspberry pie' (sand play)
'I am building a big castle'
'I can balance and step over the tyres'
'I have made a train'
'we have made a big waterfall, look the water is running down'
'this is our bug house, a spider lives in it, a spider has eight eyes'
'I am baking a strawberry tart, I need to mix it first' (mud kitchen).

Fifteen parents returned completed Care Standards Questionnaires. We spoke with five parents during the inspection. They all told us that overall they were very happy with everything, staff were very friendly and caring, the children had lots of fun and used the outdoor space well which they really liked. Specific comments included:

'I absolutely love the nursery, staff were great in helping my child to settle following a change, I cannot praise them enough. It would perhaps be nice if there could be more community trips but on the whole it's great'
'Noah's Ark have been excellent throughout dealing with issues that occur, I am confident staff do their utmost for my child's wellbeing'
'the children play and learn in a happy, busy natural environment and are encouraged to think about their emotions and responses and to be able to express them'
'Noah's Ark has a warm and welcoming atmosphere, a stimulating environment, I have great confidence in the staff who are kind, very approachable and enthusiastic'
'we like that the children go outside in all weathers and they have a great outdoor area'
'my child loves the outdoor area, especially getting creative in the mud'
'I have only ever had a positive experience and excellent impression of the facility and the staff that work there'.

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at their own improvement plan and quality assurance processes; these demonstrated their key priorities for development and how they were monitoring the quality of the provision within the service.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

What the service does well

Children experienced a thoughtfully arranged and vibrant environment that provided rich opportunities for them to play and find out things together, to use their imagination and to be creative. Children's physical health, emotional wellbeing and secure attachment, were recognised as a key factor in children's learning. Children clearly enjoyed free flow play (indoor or outdoor), various activities such as a mud kitchen, bean bag toss, painting and large wooden blocks which helped to invoke creativity and exploration. A group of children had fun whilst creating a large waterfall structure and working out how to keep the water running. The younger children spent considerable time outdoors with wheeled toys and sensory play. They tested out their co-ordination and strength on the climbing frame, their sense of achievement was clear on mastering the small climbing wall to reach the upper level. Concentration and enjoyment was had during a short yoga lesson to help them relax after lots of active play.

Children's contributions were clearly valued and respected, with their ideas and views being sought and recorded through floor books (encourage thinking skills through talking together in a group), daily conversation and engagement with staff during activities and self-directed play.

The manager and staff knew the children very well and liaised closely with parents/carers, and other professionals, as necessary, supporting early intervention. Where children had one to one support, there was a noticeable focus on inclusion whilst meeting individual needs. The holistic approach to the wellbeing of each of the children encompassed GIRFEC. The sensitive and responsive interactions of qualified, experienced and enthusiastic staff, along with the nurturing environment, made a real difference to children's learning and

development. Staff worked closely and effectively together, they knew when to step back and allow children to find things out for themselves but also used questions to extend their learning. Parents told us that they felt involved in their child's care and that the friendly and receptive approach of the staff created a wonderful and caring place for the children.

The manager and staff had an appropriate understanding of child protection and safeguarding children, their knowledge and understanding was kept up to date through training. Staff had also got to know the children and their families very well, helping them to be aware of changes and potential stress. Chronologies were being used to help with monitoring early identification of need, recording specific issues/changes relating to a child.

The clear aspiration of the manager and depute manager helped to provide a focused direction for the service. The staff team worked effectively together, sharing roles and responsibilities that helped to create a culture where staff were valued. Training opportunities supported them to improve their skills and knowledge, with a view to making a difference to outcomes for the children. The well experienced manager had a clear overview of the strengths of the service and demonstrated a commitment to improvement, using the self evaluation framework document - How good is our early learning and childcare.

What the service could do better

Whilst chronologies had been implemented, information recorded should always be clearly detailed and include any action taken, so that they remain an effective tool to assist assessment. Further guidance is available in practice guide to chronologies - hub.careinspectorate.com

To promote the wellbeing of the children, all prescribed medication to be administered should be in its original container clearly labelled with the child's name. Where children have allergies and any protocols are in place that do not require any treatment/medication we suggested they are also reviewed to ensure that information is up to date.

The manager was advised that self evaluation worked best when it was a continuous process that involved staff. Team meetings could be better utilised for such purposes with clearer recording and a concise action plan. Seeking the views of all involved, not only staff but parents and children in the process, means their views are significant and also leads to a better reflection of what needs to improve.

A staff member was not registered with the Scottish Social Services Council, the management team had not been aware and the manager took immediate action to address the matter. (**see Recommendation 1**)

Safe recruitment procedures needed to be improved as not all checks had been completed prior to a staff member being employed. This was discussed with the management team and we suggested a safe recruitment checklist may be beneficial for the purposes of tracking. A requirement made at the last inspection is therefore continued. (**see Requirement 1**)
Further guidance can be found in the resource document: safer recruitment through better recruitment - hub.careinspectorate.com

Requirements

Number of requirements: 1

1. In order to ensure children are kept safe and protected at all times, the provider and manager must complete all safe recruitment checks for staff prior to their appointment by 29 June 2018.

This is to ensure that there is care and support is consistent with the Health and Social Care Standards which state that "I am confident that people who support and care for me have been appropriately recruited" (HSCS 4.24), and in order to comply with Regulation: Fitness of employees (9)(1) and (2)(a)(b)(c) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011

Recommendations

Number of recommendations: 1

1. The provider, manager and staff should ensure that all staff maintain their registration with the Scottish Social Services Council (SSSC) whilst working in a post where such registration is required. This is to ensure care and support is consistent with the Health and Social Care Standards which state that:

I use a service and organisation that is well led and managed (HSCS 4.23) and 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)

Complaints

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

Inspection and grading history

Date	Type	Gradings	
6 Jun 2016	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good 5 - Very good
12 Nov 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good

Date	Type	Gradings	
26 Nov 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
25 May 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good

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