Cadzow Nursery School
Day Care of Children

8 Auchingramont Road
Hamilton
ML3 6JS

Telephone: 01698 423 333

Type of inspection:
Unannounced

Completed on:
29 April 2021

Service provided by:
Bill Hyslop

Service provider number:
SP2004004179

Service no:
CS2003041615

About the service

Cadzow Nursery School registered with the Care Inspectorate in April 2011.

The service is registered to provide a care service to a maximum of 101 children as follows; 24 children aged under two years, 25 children aged from two to under three years, and 52 children aged from three years to those not yet attending primary school. The service is a private organisation and provides funded early learning and childcare in partnership with South Lanarkshire Council.

The service is located in a large renovated residential property, which is situated close to the town centre in Hamilton, South Lanarkshire. Care is provided from five main playrooms with access to a range of outdoor spaces. At the time of our inspection, some temporary changes to the way children used the space were in place, which was in response to the Covid-19 pandemic.

We carried out an unannounced onsite inspection of the service on 27 April 2021. We then concluded the inspection through the use of technology on 28 April 2021 and provided feedback to the manager on 29 April 2021.

This was a focussed inspection to evaluate how well children were being supported during the Covid-19 pandemic. We evaluated the service based on key areas that are vital to the support and wellbeing of children experiencing care during the pandemic. This inspection was carried out by two inspectors from the Care Inspectorate.

Our methodology for this inspection included:

- Observations of children's daily routines and staff practice
- Observations of infection prevention and control practice
- Interviews with the manager and staff team
- Telephone discussions with parents and carers
- Reviewing key records, policies and written procedures relative to Covid-19.

The aims and objectives of the service state: 'Our vision is that all children will become successful learners, effective contributors, confident individuals and responsible citizens. We aspire to create a facility and environment where, in sharing values and beliefs, all children will feel appreciated and valued and be supported to reach their full potential.'

What people told us

We spoke to five parents by telephone as part of this inspection. A further six parents provided comments by email. Parents commented very positively on the care their child received while attending the service, particularly the care and attention given to settling-in processes and key transitions.

Parents told us that they valued their relationships with the manager and staff team. We heard that clear and consistent communication between the nursery and home was being used to support children, including with changes in routine such as toileting or sleep times. Staff were described as being lovely, warm and committed to their job. This contributed to an environment that one parent described as 'a home from home'.

We observed children to be happy and settled in the service with lots of opportunities for child-led play being available throughout the sessions. Two children confidently told us how they washed their hands and why it was important to use lots of soap and warm water.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care and support during the COVID-19 pandemic?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

How good is our care and support during the COVID-19 pandemic? 4 - Good

Quality indicator 5.1: Children's health and wellbeing are supported and safeguarded during Covid-19.

Children were being given very good support from staff who worked hard to promote and protect children's health and wellbeing during the Covid-19 pandemic. We observed staff interactions with children and noted that cuddles and supportive language were used throughout the nursery. Any routines such as handwashing were carried out in a child-friendly and sensitive way. This resulted in a very warm, caring and nurturing environment being provided for children.

Staff were working hard to support children's emotional wellbeing and provided opportunities for children to explore their feelings. Children had access to dedicated wellbeing spaces with books and games that supported their emotional development and provided an outlet for them to share how they were feeling with staff. Staff were quickly able to identify where children may require further support or reassurance and ensured the care provided to children was responsive to their needs.

Careful consideration had been given to ensuring transitions and settling-in processes were supportive for children. This included staff working closely with parents to update key information on all children as they took up a place or returned following lockdown. Detailed personal plans were used to track children's progress and achievements and contained very good links with home. Where children required additional support, this was clearly outlined in the plans and we observed staff using specific strategies that had been agreed with parents to support children.

The nursery app was being used to support communication with parents at a time when face-to-face interactions were limited due to Covid-19 restrictions. Parents commented very positively on the use of the app and we sampled some of the information shared as part of this inspection. We found that the quality of the information being shared via the app was very good. This included updates on children's daily routines as well as providing an opportunity for parents to share relevant information in a safe and secure way. This contributed to a collaborative approach where staff and parents worked closely to ensure the best outcomes for children.

We found that the service had robust processes in place to protect children from harm. This included a clearly designated child protection officer and staff had a clear understanding of their role in protecting children. We were confident that staff would respond correctly if they were concerned about a child.

5.2: Infection prevention and control practices support a safe environment for children and staff.

Good infection prevention and control measures were in place within the service and all rooms were bright, clean and well ventilated.

Adaptations had been made to the premises including installing additional hand washing stations and separating the preschool rooms so that groups did not mix during the session. Staff had access to Personal Protective Equipment (PPE) and cleaning materials such as aprons, gloves and sprays as required. Supplies of enhanced PPE were available in each room and a designated isolation area had been identified should a child develop Covid symptoms while attending. These measures helped reduce the risk of Covid-19 being transmitted within the setting.

Detailed risk assessments and chronologies were in place that took account of current best practice guidance in relation to infection prevention and control and national operating guidance relating to the Covid-19 pandemic. We discussed with the manager the importance of ensuring all changes to practice were reflected in the core risk assessment document. The manager agreed this would be reviewed to ensure it was consistent with the most recent guidance.

We observed staff using child-friendly methods such as songs, rhymes and videos to support children with effective handwashing. This meant that children washed and dried their hands thoroughly with soap and warm water in a way that was appropriate for their age and stage of development. The service benefitted from well-resourced outdoor play areas, which ensured the time children spent outdoors was maximised in line with guidance for reducing Covid-19 transmission.

There were some inconsistencies in adhering to best practice and we discussed with the manager some protocols that would benefit from further monitoring and review. This included reducing the movement of staff, particularly where staff are required to enter more than one room across the session, and ensuring that opportunities for handwashing were not missed. On some occasions staff relied on hand sanitiser when soap and warm water were available and would have been more appropriate. We also noted some occasions where children moved from outdoors to indoors and did not wash their hands. We agreed the manager would review these issues to ensure practice was consistent with guidance and remained effective in reducing the transmission of Covid-19.

5.3: Staffing arrangements are responsive to the changing needs of children during Covid-19.

The deployment of staff was very good and ensured that children were supervised effectively at all times. This was supported by clear communication between staff members with room seniors playing a key role in ensuring that each staff member was aware of their particular role or duties throughout the day.

Staff time was planned well across the day, which supported the smooth running of key transitions periods such as lunchtime or sleep time for younger children. In addition, a housekeeper was employed to carry out touch point cleaning and other duties throughout the day, which ensured staff could focus on responding to children's needs and did not become task orientated.

Very good measures were in place to support distancing within playrooms and other parts of the premises. This included drop-off and collection taking place at external doors, the use of a virtual doorbell, clear signage and adaptations to staff areas to ensure the correct distancing could be maintained. This ensured that the risk of close contact between adults, which could result in transmission of Covid-19, was reduced.

Staff had undertaken training in relation to Covid-19 as well as updating their skills and knowledge in other key areas such as child protection and play theories. Following this training, staff were encouraged to review and reflect on the impact this would have on their work with children. Staff demonstrated that they were aware of the signs and symptoms of Covid-19 and the steps to be followed should they or others develop symptoms. We were confident that the staff had the skills and knowledge required to provide a quality experience for children.

The management team were carrying out regular audits to support staff which focused on both staff practice and their health and wellbeing. Careful consideration was being given to ensuring staff had the support required to carry out their role effectively during the pandemic.

Staff told us they felt valued by the provider and the manager of the service. They spoke of being able to access help and support with any issue and told us they enjoyed working in the nursery due to the close relationships they enjoyed with other staff, the manager and the provider. This contributed to an ethos of mutual respect and trust that supported a high quality experience for children.

Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	4 - Good
5.1 Children's health and well being are supported and safeguarded during COVID-19	5 - Very Good
5.2 Infection prevention and control practices support a safe environment for children and staff	4 - Good
5.3 Staffing arrangements are responsive to the changing needs of children during COVID-19	5 - Very Good

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