Step by Step Private Nursery (Maryhill)
Day Care of Children

25 Sandfield Street
Maryhill
Glasgow
G20 9TL

Telephone: 01419 452 030

Type of inspection:
Unannounced

Completed on:
21 April 2022

Service provided by:
Step By Step Private Nursery Limited

Service provider number:
SP2003001250

Service no:
CS2004073543

About the service

Step by Step Private Nursery (Maryhill) is registered to provide a care service for 70 children at any one time. Of the 70 children registered, no more than 29 children should be aged under 2 years and no more than 41 aged 2 years to those not yet attending primary school.

Care is provided from a two-storey building within the Maryhill area, Glasgow. Children were accommodated across two floors, four playrooms and had access to outdoor spaces. The service is close to shops, transport routes, and other amenities.

This was an unannounced inspection, which took place between 12 April and 21 April 2022. Two inspectors carried out the inspection. To prepare for the inspection we reviewed information about the service. This included, previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered through the inspection year. To inform our evaluations we:

- spoke with children using the service and two of their family members
- spoke with staff and management
- observed practice
- reviewed documents.

What people told us

During this inspection, we received views from three parents/carers of children who attend the nursery. All parents/carers told us that they were generally happy with the quality of care their children received. They highlighted that their children enjoy coming; however, would like to see communication between home and nursery strengthened. This is discussed further within this report under the quality theme of management and leadership.

We talked with several older children who told us that they enjoyed coming to nursery and had fun playing with their friends.

Self assessment

We did not ask the service to submit a self assessment in advance of this inspection. Issues relating to quality assurance, acting on feedback from people using the service, and the quality of the services improvement plan were considered as part of 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 evaluated this theme as good because there are many strengths that impact positively on outcomes for children and clearly outweighed areas for improvement.

The nursery ethos "is for fun and cuddles to be provided around a setting which offers consistent care and equal education to all". This was evident in staff's relationships with children and how they responded to individual children. They knew them well and adjusted their support to reflect the varying needs of children.

At the last inspection we suggested that the team develop their approach to personal planning. During this inspection parents told us they would like improved consistency regarding the information shared with them and an increased focus on what is meaningful to their child. We found that action had been taken to further develop personal plans since the last inspection and that improvements were ongoing. It was too soon for us to evaluate the impact of the progress made; however, we shared parents feedback and highlighted the importance of developing the plans in collaboration with parents. This will help to ensure they meet both the service and parent's needs.

Improvements had been made to childrens' experiences, indoors and out. All children had access to a variety of different activities and for most of our visit were engaged in meaningful play. For example, babies developing the physical skills required to walk had well positioned and inviting resources on rugs. These encouraged them to move, reach out and grasp. Building on the progress made, we encouraged the senior leadership team to support staff to reflect on children's play and learning using the national curriculums and best practice guidance. This will enhance staff's observation, assessment and planning for individual children's needs and abilities.

Overall, children were kept safe because staff fostered close relationships with them and knew them well. Staff were clear about policies and procedures regarding administering medication, safe sleep, reducing choking risks and managing allergens.

Mealtime experiences were pleasant, and children were provided with nutritionally balanced meals and snacks. Staff sat with children and spoke to them which helped to keep them safe and to support their development of language, communication, and social skills. Some of the older children found the transition to mealtimes unsettling and we suggested that this could be an aspect of care the team could further improve.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

We evaluated this theme as good because there are many strengths that impact positively on outcomes for children and clearly outweighed areas for improvement.

Children benefited from a secure environment. Improvements had been made to the surrounding gate and fence which meant that children were safer because staff had improved procedures and the provider had replaced the previous gate and boundary.

Children had access to a garden. Although children could not access this independently, staff supported them by regularly checking if they wanted to go outdoors. This meant almost all children had regular opportunities to be physically active, explore and have fun with friends. Some of the younger children's playrooms are positioned on the second floor. This meant it was more difficult for staff to support them to play outdoors daily. Staff caring for younger children knew this was an area that would benefit from continued improvement.

To ensure children had opportunities to play in natural environments, staff continued to regularly visit local woods. Staff recognised that playing in the woods provided children with further opportunities to be physically active, to take positive risks and develop an appreciation for nature.

The environment was designed to support children to make choices in their play. For example, resources were positioned so children could access them independently. This enabled children to make choices and supported them to extend their own play.

Recommended improvement action from the previous inspection was still needed to improve children's experience of personal care; however, the provider shared plans for making significant improvements to younger children's spaces. While the plans are being agreed and actioned, we have asked that reasonable adjustments are made to ensure that personal care is dignified and promotes children's right to privacy. For example, we suggested using movable dividers to separate the changing units from the play areas (see recommendation 1).

Staff respectfully displayed children's work throughout the nursery. The displays were used to celebrate achievements, increase children's self-esteem and to support learning. On the day of our inspection, the children proudly talked to us about their work and recalled discussions about previously explored topics of interests.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider should further develop the service policy and procedure for nappy changing and ensure that areas used to provide personal care are suitable and in line with best practice guidance. The provider should consider:

- How is the privacy and dignity of children respected?
- How does the area look and feel to a child? Is it warm, comfortable, and pleasant?
- Is there enough space for adults and children to move around?
- What facilities and practice is in place to support good infection control procedure?
- What measures have been taken to ensure the changing area is consistent with best practice guidance?

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that:
'If I require intimate personal care there is a suitable area for this, including a sink if needed' (HSCS 5.4), and 'If I require personal care, this is carried out in a dignified way, with my privacy and personal preferences respected' (HSCS 1.4).

Grade: 4 - good

Quality of staffing

Findings from the inspection

We evaluated this theme as good because there are many strengths that impact positively on outcomes for children and clearly outweighed areas for improvement.

Children were settled within the nursery and demonstrated they felt safe and secure there. It was clear that staff understood the importance of having a trusting relationship with the children and that they knew them well. Staff responded quickly to children if they needed support, ensuring they felt safe and comforted.

Staff told us they worked well together as a team and enjoy coming to work. This contributed to a happy environment for children. Parents spoke positively about the staff team and told us: "staff take our observations into account", "I have every confidence in their ability to keep my child safe" "my daughter is always so happy to see staff and be handed over in the morning", and "my child appears to have a good relationship with the majority of the nursery staff. He enjoys going to nursery."

The service had recently changed their approach to supporting children's learning and development. With support from the senior leadership team, staff had made a good start to implementing the improvement changes. As a result, older children were benefiting from staff spending increased time in different areas so they could better enrich play in the moment.

Families benefited from respectful and trusting relationships because staff understood the importance of working in partnership with parents. Staff used varied communication systems to maintain contact with families; however, some parents reported they did not find these were consistently used. Staff had begun planning for the Covid-19 recovery and this included increasing parental involvement in the setting in a planned and safe way. This should naturally improve home to nursery communication because it will allow individual parents an increased opportunity to see and speak with staff.

Children were safer from harm because there was a safer recruitment policy and procedure in place to support management in their selection of staff. We found that appropriate checks had been undertaken and that senior leaders had improved the induction of new staff. This was helping to ensure that only suitable candidates were employed within the service.

Overall, children were supported by a good quality team; however, during our inspection we could see that unforeseen staff absences had put pressure on the whole team. As a result, we observed a few unnecessary risks. We shared this with the management team who acted to remove or reduce these.

The management team reported many challenges with the recruitment and retention of suitably qualified and experienced staff. As a result, this made staff deployment difficult in a few rooms. The senior leaders were proactive in trying to recruit new staff and shared their plan to increase leadership within the under two provisions. We agreed this would be beneficial so that identified improvements could be progressed and so there was additional staff to cover the care of children, where necessary.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

We evaluated this theme as good because there are many strengths that impact positively on outcomes for children and clearly outweighed areas for improvement.

The staff engaged with the inspection process and were very welcoming. Despite the manager and deputy managers' absence at the start of the inspection, other senior leaders from within the organisation sourced the necessary records and answered our questions. This contributed to a collaborative approach to service evaluation and improvement.

A commitment to effective leadership was evident within the service. We observed improvements to children's direct care and the service quality assurance system. The senior leadership team were still testing many of the changes that had taken place to ensure they support staff and improve children's care. We agreed that this was an essential aspect of any improvement journey and highlighted the importance of studying the impact of changes and consulting children, staff, and families.

Whilst there were systems in place to share and gather information from parents, some parents reported that these were inconsistently used. We found that recovering from the Covid-19 pandemic was a core aspect of the service improvement discussions and will inform future improvement plans. The management team agreed that strengthening systems and skills that support information sharing should be an element of the future improvement plans. Improved information sharing will ensure that any potential need for additional support is identified early.

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

Requirement 1

To keep children safe and secure the provider should submit an action plan to us by 14 June 2021 outlining how they intend to improve current infection prevention and control procedures. The plan should outline how improvements will be made in the following areas:

- Risk assessments. These should better reflect changing circumstance, protocols, and systems.
- Staff's visual risk assessments and audits of the environments to ensure they are safe for children.
- Staff's implementation of training. This might include developing existing monitoring systems or creating more opportunities for professional discussions.
- Deep cleaning frequency clarified with staff- particularly when circumstances change or when there is an outbreak.
- Clearer guidance and procedures regarding the isolation of children with suspected Covid-19.
- System in place to ensure that the furniture and environment used by children are kept clean, uncluttered, and well maintained.
- Current laundry system.
- Appropriate use of Personal Protective Equipment (PPE).

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which states that:
'My environment is secure and safe' (HSCS 5.17) and to comply with Regulation 4(1)(a) and (d) (welfare of users and procedures for the prevention and control of infection) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This requirement was made on 1 July 2021.

Action taken on previous requirement

We could see that the environment was clean, and staff protected children from the spread of infection. This was achieved through regular handwashing, cleaning of resources and equipment, and appropriately used PPE. This included better storage of masks when not in use.

Met - within timescales

Requirement 2

The provider must ensure that children are kept safe because all staff are aware of and understand the policies and procedures that support their practice. By 14 June 2021; the provider must demonstrate how they will ensure that staff employed within the setting fully understand and follow policies and procedures. Priority must be given to:

- Procedures that have changed because of Covid-19 enhanced practice.
- The induction of all new staff.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that:
'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event' (HSCS 4.14). It is also necessary to comply with Regulation 4.1(a) (welfare of users- a provider must make proper provision for the health welfare and safety of service users) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011).

This requirement was made on 1 July 2021.

Action taken on previous requirement

Staff were clear about changes to policies and procedures. Leaders were identified to support the implementation of some policies and procedures.

Improved inductions meant staff were clearer about their roles and responsibilities. Staff reported that they had a supportive induction and mentors were in place. Going forward, the leadership team should ensure that any identified mentors are able to regularly observe practice and offer constructive appraisal.

Met - within timescales

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

Previous recommendations

There are no outstanding recommendations.

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	
19 Sep 2018	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
30 Jun 2016	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
27 Oct 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
23 Oct 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 5 - Very good 5 - Very good
17 Jun 2010	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 5 - Very good 6 - Excellent 5 - Very good

Date	Type	Gradings	
20 May 2008	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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