Little Angels Nursery - Dingwall
Day Care of Children

Halliday House
Druimchat View
Dingwall Business Park
Dingwall
IV15 9XL

Telephone: 01349 863 332

Type of inspection:
Unannounced

Completed on:
22 October 2021

Service provided by:
Lianne Anderson trading as Little Angels Nursery

Service provider number:
SP2005007301

Service no:
CS2005088505

About the service

Little Angels Nursery - Dingwall is a private full day care service, situated within the town of Dingwall. The nursery offers a combination of flexible full and part-time care within the local community. The accommodation used by the nursery comprises of three designated playrooms, one each for babies, toddlers and three year olds and over. An additional playroom is available for older children or for groups of children from all rooms to come together. They have two large enclosed outdoor play areas, one designated for older children and one for younger children.

Little Angels Nursery - Dingwall has been registered with the Care Inspectorate since April 2011. The service is registered to provide a care service for up to 95 children aged from zero to 11 years.

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. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

What people told us

The children present during the session were observed as being very happy and relaxed in the care of the staff. There was a very good rapport between the children and staff which allowed for natural and open communication. The children in each of the rooms were all engaged in a range of activities both indoors and outdoors. The children enjoyed telling us about the different activities they enjoyed taking part in.

As part of the inspection, parents and carers were invited to give complete a short questionnaire. The 17 parents and carers who completed the questionnaire were all extremely happy with the care and support their children received.

Comments made included:
'We are absolutely delighted with the nursery and the staff that work there. You can clearly tell the girls enjoy their work and they are passionate about what they do.'
'Lovely nursery and lovely staff.'
'My daughter loves going to the nursery, enjoys the activities they do and is thriving under their care.'
'I have always felt the staff go above and beyond to make him feel happy and settled.'
'We love the fact that they use the Dojo App and we get to see detailed reports on a daily basis of how her day was with the addition of photographs of her enjoying different activities.'
'We would like to give extra praise to Lianne and her team for working through Covid.'

Self assessment

The service had not been asked to complete a self-assessment in advance of this inspection.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good

Quality of environment	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

The quality of care and support has been evaluated as very good. We found that there were major strengths in supporting positive outcomes for children.

We spent time in each of the three playrooms. The children were all happy, settled and relaxed during their time in the nursery. They experienced warm, caring and nurturing interactions from staff who supported their care needs. Staff offered comfort and cuddles when needed, which gave the children reassurance. This supported children to feel safe and secure during their time at the service.

We observed the children having lots of fun both indoors and in the outdoor play areas. We saw that children were very engaged in their play in a purposeful and meaningful way. Children were encouraged to follow their interests and curiosities and lead their play experiences.

The service made good use of online communication with parents and carers which helped to maintain positive relationships, especially at times when the children were unable to attend the nursery. They shared newsletters and learning journeys and kept families up to date with their children's learning through a variety of methods including social media platforms. This was highlighted as a strength by parents as this enabled them to feel informed and included.

Staff were all aware of the individual care needs of the children attending. Each of the children had a personal plan in place. These contained the essential information to ensure staff met the individual needs of the children attending and ensured there was consistency and continuity in care routines. There was evidence that parents were fully included in the regular review of their child's personal plan.

The children experienced positive and relaxed meal and snack times. The children were able to have lunch at a pace which was right for them. These were very social events where the staff sat with the children and chatted with them. The children received appropriate levels of support and independence skills were promoted. The manager and staff had made use of best practice guidance, 'Setting the Table' to ensure the meals they provided were healthy and nutritious.

We were satisfied that the service had appropriate infection, prevention and control procedures in place to support a safe environment for children and families. For example, good handwashing routines were in place and had been adapted in line with current guidance. The playrooms were visibly clean and tidy with enhanced cleaning regimes in place to prevent the spread of infection.

Staff had a clear understanding of their role and responsibility relating to keeping children safe and protected. The staff had recently completed child protection training. This helped reduce the potential risk of harm to children, as staff had the knowledge and confidence to respond to any concern.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

We evaluated this quality theme to be very good. We found that there were major strengths in supporting positive outcomes for children.

The nursery was well maintained, clean, bright and very welcoming. The manager and staff continued to develop the playrooms to create a calming, cosy and neutral environment throughout the nursery. Both the indoor and outdoor environments offered a very good range of learning experiences. Good use was being made of natural, open ended resources both indoors and outdoors. Children were able to direct their own play and activities in a way that they chose.

Children attending the service were kept safe through the various systems the manager and staff had in place. Staff explained that they completed daily visual checks before the children arrived as well as at the end of the day. We sampled the risk assessments the service had in place and found that the manager and staff were very vigilant in their care of the children.

Children benefitted from access to a well-resourced and carefully set out indoor play space. We saw children who explored happily and were engaged in their play. Consideration had been given to the variety of activities and experiences on offer to stimulate the children's curiosity and imagination. Resources were well matched to the developmental stages of the children and promoted their learning. Children were able to independently select resources of their choice and lead their own play. Resources provided supported developing skills and enhanced children's opportunities to progress in literacy and numeracy skills. Staff routinely reviewed children's use of resources and areas to make sure that children were engaged and challenged.

There was worked planned to develop the space available both indoors and outdoors for the babies. The staff in the baby room confidently told us about the changes which were due to take place to offer the babies an even better experience. We identified the need to create cosy, comfy, quiet areas, particularly in the toddler room, where children can rest or play quietly away from the busier areas of the room. By the end of the inspection, the manager and staff were already looking at where they could create such an area.

The outdoor space provided children with a wide range of opportunities to stimulate their imagination, encourage children to take turns, share and problem solve. Two of the three playrooms opened directly onto their own outdoor space and allowed for free flow. As stated previously, work was in progress to create a separate outdoor space for the babies.

The outdoor play areas were well organised, maintained and children had access to a variety of engaging, creative resources for example, a mud kitchen, digging area, loose parts resources, water play, numeracy and literacy resources and mark making. The ongoing development of the outdoor spaces was one of the action points in the service's improvement plan.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

We evaluated this quality theme to be very good. We found that there were major strengths in supporting positive outcomes for children.

There had been some changes to the staff team since the last inspection. Recruitment procedures for the service were effective and reflected best practice. Arrangements were in place to ensure all staff had the necessary skills, experience, qualifications and values to provide good quality childcare and education. All staff had the required pre-employment checks and were registered with the Scottish Social Services Council (SSSC). We spoke with some of the newer staff who all confirmed that they had received induction training when they first started.

The staff in each of the playrooms presented as being enthusiastic and very committed to providing a positive experience for the children in their care. The staff all worked very well together as a team and there was a shared, positive ethos. Staff had a good rapport which allowed for very natural communication. We observed staff being very warm and nurturing towards children who were given hugs and comfort when needed. This enabled children to feel valued and cared for. Children enjoyed spending time with staff and were comfortable in their company.

The staff in each of the rooms knew the the children they cared for very well and confidently supported them. Staff recognised the importance of developing strong and secure attachments with children and how skilled interactions supported children's play and learning. They were tuned into children's individual developmental needs and were able to respond effectively to children's cues. Staff made use of effective questioning to extend children's thinking and problem solving skills. They understood how children's play could be extended when using open ended materials.

Staff took responsibility for their own learning and maintained effective records of this. They reflected on the impact of training undertaken on their practice and the outcomes for children. Staff had recently undertaken refresher training in child protection, infection control and Covid-19 training.

Staff confirmed that there were monthly staff meetings which they found useful. Staff meetings offered the

opportunity for all staff and the manager to be fully involved in the ongoing self-evaluation and development of the service. They also allowed for the sharing of best practice, information and ideas. During lockdown, the manager used team meetings to update staff on any important changes required in response to Covid-19 and Scottish Government Covid-19 guidance.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

The quality of management and leadership has been evaluated as very good. We found that there were major strengths in supporting positive outcomes for children.

Since the previous inspection, the manager had continued to make improvements to the service which had a positive impact on children's outcomes. There was a clear process for quality assurance. The staff team and manager were clearly committed to the ongoing development of the service. There was a culture of continuous improvement.

The service had in place an improvement plan which detailed the vision, values and aims of the service. Clear improvement priorities were identified. When identifying these priorities, the manager and staff had taken into account the views of children and their families. The older children's voice was encouraged and children were supported to give ideas and be involved in deciding future priority areas. Listening to the views of families and acting on their wishes showed that they were valued and included. The manager made good use of electronic newsletters to keep families informed of any changes to the service.

The improvement plan was very much a living document which was routinely reviewed to ensure that all identified priorities were realistic and progress was being made. During the regular full staff meetings staff had the opportunity to reflect on what had gone well and discuss areas for improvement. Staff were encouraged to contribute towards these meetings as the manager recognised the importance of including feedback from all staff.

Staff spoken with during the inspection all felt very much part of a team. They were of the opinion that the manager welcomed their feedback, comments and suggestions. They explained that the manager visited each of the playrooms on a daily basis and consequently there was regular opportunity to discuss anything informally with her. Staff felt valued, respected and were motivated as their opinions were listened to. Staff felt included in decision-making and planning activities.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

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

Previous requirements

Requirement 1

To ensure children are kept safe from harm, all staff must follow the service child protection procedures. This must be actioned by 7 June 2019. In order to achieve this, the provider must:

1. Ensure all staff receive training in child protection procedures.
2. Ensure all staff have a clear understanding of their roles and responsibilities when dealing with child protection concerns.
3. Ensure all staff follow current child protection procedures.

This is in order to ensure that care and support is consistent with the Health and Social Care Standard which state that 'As a child, I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities.' (HSCS 3.20)

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations, Scottish Statutory Instruments 2011, 201 Regulation 4 (1)(a) - Welfare of service users.

This requirement was made on 25 June 2019.

Action taken on previous requirement

This requirement had been fully actioned. During the inspection visit, the staff we spoke with were able to confidently explain to us what their roles and responsibilities in relation to child protection. The had attended relevant training and understood the service's child protection policy and procedure.

Met - within timescales

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

Previous recommendations

Recommendation 1

To support the health and wellbeing of children, the staff should continue to develop children's learning journals in partnership with the children and parents. The content of these should be captured in a meaningful manner and clearly identify next steps in children's learning and development.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state that 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.' (HSCS 1.15)

This recommendation was made on 25 June 2019.

Action taken on previous recommendation

This recommendation had been met. During the inspection we looked at the learning journals for eight children. They contained relevant background information and there was clear evidence of children's progression and next steps were identified along with the children. Due to the pandemic. parents were no longer able to enter the nursery and look through their child's folder. To still allow parents to feel informed and included, the manager and staff had made very good use of social media platforms to share children's learning. Parents all greatly appreciated this and very much enjoyed seeing photographs of their children busy in the nursery.

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	
30 Apr 2019	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 3 - Adequate 4 - Good
27 Nov 2018	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 3 - Adequate
4 Oct 2017	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 3 - Adequate
13 Oct 2016	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 2 - Weak Not assessed
19 Nov 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
19 Apr 2012	Re-grade	Care and support Environment Staffing Management and leadership	Not assessed Not assessed Not assessed 4 - Good
15 Jul 2011	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
27 May 2010	Unannounced	Care and support Environment Staffing	5 - Very good 5 - Very good Not assessed

Date	Type	Gradings	
		Management and leadership	Not assessed
14 Jul 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
11 Sep 2008		Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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