3 Bears Nursery - Renfrew
Day Care of Children

87 Paisley Road
Renfrew
PA4 8LH

Telephone: 01415 610 028

Type of inspection:
Unannounced

Completed on:
10 March 2022

Service provided by:
3 Bears Nursery Ltd

Service provider number:
SP2006008256

Service no:
CS2006118768

About the service

3 Bears Nursery - Renfrew is located in Renfrew, Renfrewshire. It provides a daycare for children service to a maximum of 106 children not yet attending Primary School. The provider of the service is 3 Bears Nursery Ltd who are in partnership with Renfrewshire Council to provide funded places to eligible children.

The service is provided from a renovated church building. These premises operated as a soft play centre prior to the provision of a nursery. The inside of the building has been refurbished to have playrooms for children of different age groups over two levels. Outdoor areas have been sectioned off to enable each playroom to have an identified outdoor play area. The service is close to shops and public transport links. Good use is made of local parks, wooded areas and places in the local community. A minibus enables groups of children to visit museums, galleries, parks and areas of interest further afield.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information and intelligence gathered throughout the inspection year.

To inform our evaluation we:
- undertook observations both indoors and outdoors for children from all playrooms to observe practice and children's experiences.
- spoke with children who experienced care at the service and eight parents/carers.
- spoke with staff and management.
- reviewed documents.

What people told us

Most children were observed to be happy and settled in the care of staff. Older children confidently told us about their friends and their favourite activities at nursery.

We sent an email inviting parents/carers to share their views with us. We received feedback from eight parents through emails and telephone calls. The majority of parents were happy with the communication methods used by the nursery, their child's progress and development and the quality of care and support their child received from staff.

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 evaluated this quality theme as good where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

Children received nurturing support from a warm and caring staff team who knew children well. Staff were responsive to their individual care and support needs and celebrated and praised children's achievements. Although staff interactions were pleasant and supportive, more in-depth conversation and open questioning at times would extend and challenge children's thinking and learning.

Children were happy and settled in the care of staff. Through observations of play experiences across the nursery, there were some missed opportunities where staff could have extended activities in response to children's interests. To ensure children have increased opportunities to take part in quality play activities which are fun, more responsive and child-led, staff should continue to deepen their knowledge and understanding of child development, theory, play and practice.

Personal plans were in the process of being reviewed and updated. These took account of the wellbeing indicators of keeping children safe, healthy, active, nurtured, achieving, responsible and respected with clear prompt questions for staff. To ensure each personal plan was a clear, current record and reflection of each child, we discussed how the format could be improved. This included observations clearly linked to planned next steps/targets and regular monitoring of recorded information.

To ensure children had a positive lunchtime experience, management and staff had reviewed their procedures. This meant there were now smaller, more flexible groupings and timings for lunch. This created a more relaxed, sociable experience for children. Older children were encouraged to be independent in serving themselves, putting their dishes away and cleaning their own hands and faces after eating. There were plans in place to enhance snack and meal times further. Examples included adding pictorial menus at the children's height and reviewing the colour schemes and furnishings within some dining areas.

To support children's health, safety and wellbeing we sampled the policy, procedures, storage and associated documentation for medication. To ensure children's health, safety and wellbeing we advised reviewing the current procedures. This would assist in ensuring all children who may require medication have this available within the service and more accurate records maintained. We signposted the manager to current good practice guidance to assist with this improvement.
https://www.careinspectorate.com/images/documents/1427/Childrens service medication guidance.pdf. (See Recommendation 1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To ensure the health, safety and wellbeing of children who may require medication at nursery, the manager should review and update the medication policy and procedures. This should be in line with current good practice guidance.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:
'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11)
'I experience high quality care and support because people have the necessary information and resources.' (HSCS 4.27)

Grade: 4 - good

Quality of environment

Findings from the inspection

We evaluated this quality theme as good where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

To ensure children's safety, there was a secure entry system at the front of the building and safety gates throughout the premises, both indoors and outdoors. We shared information on the Care Inspectorate's safety awareness campaign SIMOA and advised the service to contact the fire and rescue service for advice on particular exit points within the building. Taking account of current safety guidance and advice would assist in keeping children safe.

To maintain a safe, clean environment current infection prevention and control guidance and procedures were followed consistently by staff. Examples included cleaning surfaces, resources and high touchpoint areas throughout the day, staff and children washing their hands both indoors and outdoors regularly and staff wearing masks when required.

The indoor environment offered varied play spaces for different age groups of children. Due to the layout of the building, some areas were busier or more open than others. We shared good examples of calm, cosy play spaces in some playrooms. This supported children to be more engaged in meaningful activities in a smaller area. Further discussions with staff and monitoring may assist in creating more relaxed, learning areas within all playrooms. Increasing the range, number and variety of resources available to children in some areas would offer children more choice, the freedom to make decisions, support and extend their play. Children told us about their favourite activities throughout our visit. Two children told us, 'I like the bike and the ball pool' and 'I like to play with someone. I like to do what my friends do.'

To contribute towards children's wellbeing, all children had access to fresh air and outdoor play throughout the day. The provider was considering plans to improve the natural light, ventilation and access to the outdoors.

These improvements would contribute to the overall health and wellbeing of children and staff and create an opportunity for free flow indoor/outdoor play, which would support children's independence and choice.

Good use was made of local parks, woodland areas and green spaces to further children's outdoor learning experiences. Older children were part of a forest kindergarten project which offered a block of sessions to smaller groups of children to experience play in a natural setting. This enabled children to develop their problem solving skills, resilience, confidence and additional opportunities for supported risky play.

Minor adaptations had been added to children's toilets to maintain children's privacy while nappy changing. We shared current information on nappy changing to support any future refurbishment plans. https://hub.careinspectorate.com/media/1558/nappy-changing-guidance-for-early-years-and-childcare-services.pdf

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

We evaluated this quality theme as good where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

To ensure only staff suitable to work with children were in place, safe recruitment guidance and procedures were followed. New members of staff were supported by management to complete the national induction resource which further informed them of their role and responsibilities. As required, all staff were registered with the appropriate regulatory body who set standards for staff practice, conduct, training and support staff's professional development.

Children received nurturing support from kind and caring staff. There was a mix of experience and knowledge across the staff team which offered a balance of skills within each playroom to support children's needs. Staff were deployed effectively throughout the day and were motivated and enthusiastic. All staff told us they loved their work, were keen to improve and continue to learn through training and developing their practice. One staff member said, 'I enjoy coming to my work every day as not every day is the same. I like to think I get on with all my colleagues. I enjoy seeing the children learn new things and get excited when they learn something new, knowing that I helped them to achieve that.'

Staff told us they felt included and their views valued and respected. They shared examples of training and developments they had taken forward which had a positive impact on their own knowledge, skills and outcomes for children. One staff member told us, 'I was keen to introduce a resource for children's emotional wellbeing, which the management team fully supported. This introduced emotions using characters and colours. It has helped children to express their feelings and supported them in understanding how they are feeling and why. It has been really successful with the children using it more independently throughout the day. We are now sharing it within another playroom.'

To support communication with families, staff shared information both verbally, through written feedback forms and online. We highlighted the importance of the content and accuracy of daily feedback forms as these were the main source of information for some parents. One parent said, 'Each day I get a report on what my child has been doing, eating and enjoying. The app with photos and updates has been a source of comfort to me.'

From the parents who contacted us, the majority told us they were happy with support from staff and communication about their child's day and progress. However, some felt there could be improvements with this. One parent commented, 'I feel that all staff have a very good understanding of my child. When I am picking them up, I often feel many staff can tell me about their day, not just the key worker. They all seem as though they work as a team in unity.'

Another parent said, 'I understand Covid-19 has had an impact, but I feel frustrated at times as there are few opportunities to discuss my child as an individual, their progress and development and how to support learning at home.'

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 quality theme as good where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

Partnership with parents was very important to the service, particularly during the Covid-19 pandemic when restrictions had an impact on parental involvement in the nursery. The re-introduction of home links, such as welcome packs for new parents, lending library, story bags, travelling ted, together with information to support children's rights had built on these relationships.

Various parental consultations had been undertaken. These had assisted in identifying areas which worked well and areas for improvement. To include, respect and value parental responses further, we advised the management team to share the overall results, any actions taken and the impact outcomes of these.

To support communication and staff wellbeing, there was an open door policy in place. This meant staff could have relaxed, informal discussions with the manager and depute at any time. Leadership roles and a planned formal appraisal system further supported staff development and progress. To include and respect the views and suggestions of staff further, the manager agreed to re-introduce a section within the written records for staff completion, prior to attending this meeting.

Monitoring systems had been developed and should include more areas, some of which were discussed at this inspection such as medication and children's feedback sheets. To have a positive impact, monitoring records should continue to be reviewed and developed to include outcomes for children. Continued use of 'Realising the Ambition' documents would support monitoring and enhance staff practice. This together with the development and evaluation of children's learning was part of the service's self-evaluation and improvement plan focus.

Policies and procedures should be reviewed and updated to reflect the current views, values and aims of the service. We signposted the management team to the Hub section within Care Inspectorate website, where there is a wealth of supportive information and good practice guidance to support improvement.
https://hub.careinspectorate.com/resources/children-and-young-people/playgroups-and-nurseries/
https://hub.careinspectorate.com/how-we-support-improvement/care-inspectorate-programmes-and-publications/early-learning-and-childcare-improvement-programme/

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

Management should review and revise the service's written policies and procedures relating to operating a service during the COVID-19 pandemic in line with relevant guidance. These should provide clear information for staff to support them to reduce the risk of infection or cross contamination within the nursery.

This is in order to ensure that care and support is consistent with Health and Social Care Standards which state that: 'I experience high quality care because people have the necessary information and resources' (HSCS 4.27).

This recommendation was made on 29 March 2021.

Action taken on previous recommendation
Policies and procedures relating to operating the nursery during the Covid-19 pandemic had been reviewed and updated to be in line with current guidance as this changed. We were assured these policies and procedures would continue to be reviewed and updated as guidance changes. Therefore, this recommendation has been addressed.

Recommendation 2

A robust monitoring system should be planned and implemented to ensure consistency in practice that will keep children safe and reduce the risk of infection.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that 'My environment is secure and safe.' (HSCS 5.17).

This recommendation was made on 29 March 2021.

Action taken on previous recommendation
To ensure children's safety and reduce the risk of infection, the management team had developed a monitoring system of observations and completed checklists. At the time of the inspection, this was in line with current guidance. Therefore, this recommendation has been met.

Recommendation 3

Appropriate training should be planned to support staff practice in limiting the risk of the spread of infection and cross contamination. Robust monitoring procedures should be planned and implemented to evaluate the effectiveness and impact of any training.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that '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 29 March 2021.

Action taken on previous recommendation

Additional in-house and external training for infection prevention and control had been undertaken after the last inspection. This had increased staff knowledge and understanding and supported their practice to limit the risk of the spread of infection. The management team monitored the impact of this training on every day staff practice within the playrooms. Continued monitoring of staff practice would also highlight any further training needs. Therefore, this recommendation has been 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	
23 May 2019	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
12 Jul 2017	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
17 Jun 2015	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 4 - Good
20 Aug 2013	Unannounced	Care and support Environment Staffing	5 - Very good 4 - Good 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good
14 Feb 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
26 Oct 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
6 Oct 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good Not assessed
15 Oct 2008	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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