Little Scallywags Nursery
Day Care of Children

22 Galvelmore Street
Crieff
PH7 4BY

Telephone: 01764 656 274

Type of inspection:
Unannounced

Completed on:
9 November 2021

Service provided by:
Little Scallywags Limited

Service provider number:
SP2009010497

Service no:
CS2009230370

About the service

Little Scallywags Nursery operates from a terraced property in the town centre of Crieff. There are three playrooms, changing and toilet facilities, a kitchen and reception area. An enclosed garden is to the rear of the nursery.

The service registered with the Care Inspectorate in September 2009. It provides a care service to a maximum of 46 children at any one time, age 0 to 12 years, of whom no more than nine are less than two years of age and of whom no more than six are accommodated in the baby room. The out of school club operates within the premises at Strathearn Community Campus and is registered to provide a care service to a maximum of 20 children of school age at any one time.

At the time of inspection, the out of school club was not operating. Therefore, we were unable to inspect this part of the service. The inspection report therefore reflects our findings from the nursery.

We wrote this report following an unannounced inspection carried out by two inspectors. We used a blended approach of onsite and virtual scrutiny. We started the inspection on 4 November 2021 and gave feedback to the provider and manager on 9 November 2021.

As part of this inspection, we took into consideration Key Question 5 - Operating an early learning and childcare setting (including out of school care and childminders) during Covid-19 with a specific focus on Quality indicator 5.2: Infection prevention and control practices support a safe environment for children and staff. We will report on the overall performance of this indicator in Theme 1 Quality Care and Support.

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 Getting it Right for Every Child: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

What people told us

We gathered the views of parents and carers through an online questionnaire. We received 21 responses and all of those agreed and strongly agreed that they were happy with the overall quality of care their child received. Some of their comments included:

"Scallywags supported my child throughout the pandemic with the keyworkers hub. They ensured that safety was priority and I could not have got through the days without (staff name) support. My child adores the staff. They do an amazing job. My child skips in each morning happily. I know they are well looked after. I would like more regular updates and regular photos on the seesaw app as I enjoy seeing what they are up to when I am at work and I can chat to them about what I've seen on the app that day so better more frequent use of this would be great."

"It would be great to see the inside of the nursery as parents were unable to see the different rooms the children would spend their days in, due to the pandemic, for those children who started nursery in 2021."

"The staff have gone from strength the strength. They have been incredibly reassuring and hardworking these past few years and have taken all the challenges with great grace."

"The nursery have been awesome helping with my children's speech and language."

"My child loves going to Scallywags and happily enters each morning. Recently they have been excitedly talking about one of their key workers too. They love being in the outdoor space and all the water and messy play that is offered. The staff are fantastic, they always bend over backwards to accommodate us."

"Little Scallywags Nursery has just been brilliant! (Staff name) have been amazing and I'm very pleased with the care they are taking with my child."

"The nursery have gone above and beyond helping my child settle in at nursery."

"The staff are lovely and so approachable and through the use of the app seesaw I get regular updates on my child."

"My child's interaction has improved. They are always so happy going in in the mornings and loves time with the staff and other children. The staff at Scallywags are so welcoming and friendly and my child feels right at home. They communicate well and keep us posted on how my child's day has gone and all the fun things they have been involved in each day."

"Little Scallywags have been amazing with my child, helping them develop socially and taking a real leading role in helping them increase their communication skills. Could not be happier with the environment, team and care my child receives. It's so important as a parent to know that your child is having the best time and is in such safe and caring hands".

We spoke with the children during the inspection. They told us about the nursery and some of the things they liked to do. Their comments included:

"We're making a stream."

"We made a river and built a dam!"

"This is a magnifying glass. I know what these are, they are leaves. But what are these?"

"The carrots have been harvested."

"I like to just play. To play with spider webs."

"I like to play outside".

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 paperwork. These demonstrated their priorities for development and how they were monitoring the quality of provision within the service.

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.

Children experienced interactions from staff which were nurturing, caring and kind. Children were offered comfort, cuddles and reassurance in a sensitive and gentle manner. This supported them to feel safe and secure. Effective use of praise and encouragement enabled children to be independent and solve problems for themselves. As a result, children developed resilience and self-confidence.

Staff had high aspirations for each child and had a clear understanding of their individual needs. In partnership with families, staff used wellbeing wheels to effectively plan to meet the needs of each child. This enabled them to tailor support to each child.

Children were empowered to lead their own play and learning. They were encouraged to follow their interests and direct their own play and activities. For example, children were interested in water flow when playing outside and were effectively supported to build a dam. Skilful staff interactions and interventions extended children's learning. As a result, children experienced rich learning which supported their understanding of investigation, mathematical thinking, problem solving and language development.

Children's interests were captured in a floorbook. They had opportunities to contribute to the floorbook which supported them to feel listened to and respected. We discussed how the floorbook could be further developed to record children's learning journey to enable them to reflect on their experiences. Their individual learning was recorded in online journals. Parents commented positively on how their child's learning was shared with them. Children had some involvement in their learning observations. Staff told us about their plans to increase children's involvement which will support them to be more included.

Snack and mealtimes were sociable, relaxed, and unhurried experiences for children. Children's individual dietary needs were sensitively and thoughtfully supported by staff. This helped children to feel included. Children were very independent and were encouraged to take part in daily routines such as setting up for mealtimes and self-serving. As a result, children were confident and responsible individuals.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children and staff. This included supporting children with good hygiene practices to minimise the risk of spreading infection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

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

Children were invited into a warm, welcoming, and relaxed environment. As a result, they appeared to be comfortable and confident in their surroundings. They were able to be independent, making choices about where they wanted to play throughout the day. Younger children were well supported by staff to ensure they were able to freely choose between the indoor and outdoor environments and make these transitions smoothly.

Children chose from a wide range of resources and toys which were interesting, exciting, and supported their play and learning. Children were listened to as staff added additional resources to the environment following their requests or interests. This extended children's play and learning experiences. We discussed with the manager how staff could continue to enhance areas of the environment to further improve the experiences on offer to children.

Children were highly engaged and had fun playing outside. They had a vast range of opportunities which stimulated their curiosity and encouraged them to problem solve, be creative, explore and investigate. We saw that children directed their own play and learning and were encouraged to access the materials in the environment to extend their play experiences. Children had opportunities to develop their understanding of risk through their play. They explored local woodland which enabled them to learn about boundaries and how to keep themselves safe.

Children benefitted from safe and cosy areas to sleep, rest, and relax. Staff responded sensitively to their needs and followed their individual sleeping patterns to ensure they had a consistent routine. This supported children to feel nurtured and secure.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

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

Staff were highly skilled practitioners who reflected critically on their practice. Children were at the centre of staff's practice, and each child was valued as an individual. They had developed strong, positive relationships and attachments which helped children to feel safe, secure, and happy. Through sensitive, thoughtful, and nurturing interactions, staff supported children to achieve their potential.

Staff understood children's schematic play and supported them well to learn and make sense of the world around them at a pace which was right for them. As a result, children were highly engaged in their play and learning. The use of effective questioning and interventions supported children to extend and consolidate their learning. Staff also skilfully supported children with their communication skills. Parents and carers commented positively on how staff had supported their children. For example, they used Makaton, songs, rhymes, and games to effectively support children's language development. As a result, children were making progress and achieving.

Staff were committed and motivated to learn and used their developing knowledge to improve outcomes for children. For example, they shared with us how they had implemented learning from 'Realising the Ambition' to support children to experience smooth and effective transitions. Staff were knowledgeable and confident in their role in protecting children. They were aware of current guidance and as a result had a clear understanding of the procedures to ensure children were kept safe.

Regular team meetings enabled staff to discuss, reflect and improve their practice. The use of reflective questions at team meetings supported staff to think critically about their practice and make changes to improve outcomes for children.

New staff within the service were well supported by their peers and by a mentor. The effective mentoring supported staff to revisit learning to ensure they were confident in their practice. They worked together to identify next steps to support continuous improvement. To support staff further, we suggested that they consider using the national induction resource to extend and build on the induction in place. This would provide new staff with a more robust induction to support them in their role.

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.

Staff were empowered to be leaders within the service. For example, a small number of staff focused on supporting children's language development. They reviewed their practice, implemented an action plan, and supported other staff within the setting. We saw the positive impact this had on supporting children to achieve their potential. As a result, staff were motivated and committed to supporting improvement.

Effective support and supervision was in place for staff. Staff told us these meetings gave them opportunities to discuss and reflect on practice. This enabled them to develop their confidence and self-esteem and gave them clear direction on how to improve. Staff told us they felt well supported by the manager and provider. As a result, there was a positive ethos within the service.

Robust quality assurance processes were in place which enabled all staff to have a clear understanding of the strengths and areas for improvement within the service. Key improvement priorities had been identified through improvement planning. We suggested that they review how they will measure their improvement priorities to enable them to recognise progress and success. We signposted the manager to the bitesize sessions on our Hub for further information.

Children, families, and staff were all involved in reviewing the vision, value and aims of the service. This supported everyone to feel included and part of the nursery. Families also had opportunities to feedback about their experiences. For example, a wellbeing survey was sent out to families to enable them to share information about lockdown. As a result, staff were able to consider the impact of lockdown on each child and tailor the support to meet their needs. Children's voice was evident throughout the nursery. For example, they had been consulted on their play experiences and were able to contribute to how to make their play more fun. Children and families' views were valued and respected.

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

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

Children's information should be recorded to ensure care is right for them. The service should ensure the relevant information is recorded in partnership with children and parents and updated regularly.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state that: 'I benefit from different organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected.' (HSCS 4.18).

This recommendation was made on 7 January 2020.

Action taken on previous recommendation
Personal plans were current and reflected children's needs. Staff were very knowledgeable about the information in children's personal plans and used this to effectively support them. This recommendation has been met.

Recommendation 2

Children should be kept safe and have their needs met by the right number of people. The provider must improve procedures to ensure children are properly supervised within the out of school club.

This is to ensure the quality of the care and support is consistent with the Health and Social Care Standards, which state 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).

This recommendation was made on 7 January 2020.

Action taken on previous recommendation
The out of school club was not operating at the time of inspection. Therefore, we were unable to assess this recommendation. This recommendation will be assessed at the next inspection.

Recommendation 3

In order to ensure that the service develops and improves outcomes for children attending the service, the provider must develop a range of robust quality assurance processes.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19).

This recommendation was made on 7 January 2020.

Action taken on previous recommendation
Robust quality assurance processes had been implemented to ensure high quality experiences and outcomes for children. 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	
24 Oct 2019	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 4 - Good 4 - Good
23 May 2018	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
19 Apr 2016	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good 5 - Very good
9 Apr 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good 4 - Good
22 Apr 2013	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

Date	Type	Gradings	
3 May 2012	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
29 Aug 2011	Announced (short notice)	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
7 Jun 2011	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 3 - Adequate 2 - Weak 2 - Weak
13 Sep 2010	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
18 Jun 2010	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 1 - Unsatisfactory 3 - Adequate

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