Peek-a-Boo Nursery Kirkcaldy
Day Care of Children

1 King Street
Kirkcaldy
KY2 5JR

Telephone: 01592 642 300

Type of inspection:
Unannounced

Completed on:
11 July 2024

Service provided by:
Lynne Kivistik Limited

Service provider number:
SP2005007650

Service no:
CS2009233012

About the service

Peek-a-Boo Nursery is registered to provide care for a maximum of 38 children from eight weeks to those not yet attending primary school. The service is in Kirkcaldy, Fife. The service is provided from renovated accommodation which consists of three age defined play spaces, which include an art and craft area on the ground floor. All children have access to a large secure outdoor area. This included toileting and changing facilities, a kitchen and office within the premises.

About the inspection

This was an unannounced inspection which took place on 11 July 2024 between 08:45 and 17.00. We provided feedback on the same day. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included registration and any complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- spoke with children using the service

- reviewed feedback from six families using MS forms

- reviewed feedback from six staff members employed in the service using MS forms

- spoke with provider, senior management, and staff

- observed practice and daily life

- reviewed documents.

Key messages

Children were happy and having fun. Experiences and activities on offer were child-led and responsive to children's current interests.

Children benefitted from a staff team who supported each other and worked very well together.

All areas for improvement from the last inspection have now been met, resulting in improved outcomes for children and families.

Since the last inspection significant improvements had been made across the service. Areas were clean, well organised and well resourced.

Significant improvements to personal planning meant that staff had the most current information to support children's individual needs. Children's needs were well met across the service.

The staff team should continue to embed their culture of reflection and self-evaluation to support ongoing improvements in the service.

Staff were motivated, well led, and passionate about improving outcomes for all children and their families.

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, play and learning?	4 - Good
How good is our setting?	4 - Good
How good is our leadership?	4 - Good
How good is our staff team?	5 - Very Good

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

How good is our care, play and learning? 4 - Good

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

Quality Indicator 1.1: Nurturing care and support

Children benefitted from staff who were consistently nurturing towards them. Staff valued children and clearly enjoyed spending time with them. This approach helped build strong and trusting relationships, and children felt secure, safe, and loved. Interactions were enhanced by staff who actively listened to children and who got down to their level. This showed children they were respected and included.

Families' comments were very positive about the care and learning approaches. One parent told us "staff are very positive and friendly. I feel like I can talk to staff about my child's learning, development and growth and they play just as an essential role in raising my child as a family member." All families agreed or strongly agreed that they had developed a strong connection with staff caring for their child.

Significant improvements had been made to personal planning across the service. Each child had a personal plan in place. These were completed in partnership with families. Almost all families who responded to our MS Forms survey shared with us that they are fully involved in their child's care, including developing and reviewing their personal plan. Some comments included:

"My child's plan has been looked over and discussed in detail twice before they started this service, so I feel like the nursery have taken the time to get to know my child their stage of development and their routine very well."

"We have regular parent chats with our child's keyworker to discuss her progress & any concerns."

"We recently completed a 1-1 review of my child's plan. It was nice to have this dedicated time to get to know my child's key worker and for them to learn things about my child they would not have in a group setting."

"From the word go I've felt heard and listened to about my child's needs and care."

Children enjoyed meals in an unhurried and social way. Staff worked well together to ensure that both snack and lunch times were relaxed and unhurried. Children and staff ate together and chatted happily about things that were important. It was a nice opportunity for everyone to connect and reflect on their morning. Staff were knowledgeable about potential choking hazards and encouraged children to take small bites which kept them safe from potential harm. Effective systems were in place to ensure that staff were fully aware of children's dietary/allergy information, and this was regularly updated with families. Staff encouraged and supported the children to drink throughout the day, which supported their hydration.

Younger children who needed a sleep were well supported by staff. Staff responded to individual cues, and this ensured their needs were consistently met.

Effective communication systems were in place to ensure children were safe and accounted for.

Staff and children were engaging with the Care Inspectorate SIMOA (Safety, Inspect, Monitor, Observe, Act) campaign, which enhanced their practice and kept children safe. Small purple elephants in each room brought this character to life for children. Most children were able to talk about SIMOA the elephant and how to keep themselves safe in nursery. In addition to this, children were able to point out SIMOA stickers that were placed in areas or on things that might not be safe. For example, on the main exit doors. This approach encouraged children to identify risks and understand how to keep themselves and others safe.

Staff spoke confidently about their role in safeguarding and protecting children. They knew how they would record and report any concerns. Regular safeguarding training helped keep staff up to date and be confident in their roles.

Quality Indicator 1.3: Play and learning

Children actively led their play and learning throughout the day. They were happy, confident, and engaged. Children benefitted from a high-quality play and learning environment, skilled staff interacted with children to extend their play and learning.

Planning approaches were child centred with children being actively involved in planning. As a result, children were fully engaged in various activities and had fun. Activities were child led, focusing on their individual interests.

Literacy and numeracy were well supported across the service through a range of experiences. Staff understood the importance of language development and provided a variety of activities to support this. In the younger age group children enjoyed sharing books with staff throughout the day. They frequently sang together as they played. Older children were developing confidence in learning early literacy and numeracy skills. We saw children mark making, writing their own names and recognising some numbers in the environment.

All children had the opportunity to play and learn outdoors during our visit, older children had direct access to the outdoor area. This meant they could choose when they wanted to go outside to play. The outdoor space provided areas for physical play and for exploration. Older children used this area very well. The new addition of the welly boot station further supported children's independence.

Personal learning journals had been developed further since our last inspection and the service were in the process of moving over to a digital platform to record observations. Staff had completed training on this. They were keen to use this to share information, photos and significant observations of children's learning and achievements more effectively with families.

Learning opportunities for children were enhanced through strong connections with the local community. Children visited local green spaces and places of interest.

How good is our setting? 4 - Good

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

Quality indicator 2.2: Children experience high quality facilities

Children benefitted from an environment which was well furnished, homely, and inviting.

The environment had undergone some improvements since our last inspection, with additional resources and re-organisation of the art and craft area in the 3-5 year-old space. This enhanced play and learning opportunities and gave children a strong message that they mattered.

There was no direct access to the garden for all rooms, so staff were creative and ensured that children had daily access to outdoor play experiences. This supported children to be healthy and physically active. Families who responded to our MS Forms survey told us that their child could play outdoors always or very often. Some of their comments included:

"Outdoor learning & play through building, movement & imaginative games."

"He has access to the outdoor garden and has been to the local park."

The service had made positive improvements in relation to infection prevention and control practices. For example, the environment and nappy changing facilities were visibly clean and well organised, effective handwashing was embedded into the daily routine and children were supported to do so throughout the day. The service was making plans to ensure all nappy changing facilities met the current Care Inspectorate guidance 'Nappy changing for early learning and childcare settings (excluding childminders).'

Risk assessments were in place. These were regularly reviewed and updated to ensure any risks were minimised for children, families, and staff.

How good is our leadership? 4 - Good

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

Quality indicator 3.1: Quality assurance and improvement are led well

The management and staff were passionate, motivated, and committed to continuing to develop the service to ensure positive outcomes for children and families. The service had experienced a period of change since their last inspection. The deputy manager had been promoted to manager and was keen to move forward with their journey of improvement, and we could see that this was a priority. A development plan had been created and the priorities were outcome focused with realistic targets. Staff told us they were included in reflecting on the quality of the service and planning for improvement.

Quality assurance systems were now in place and were beginning to support improvement. This was in the early stages as the service had been through a challenging period since the last inspection. The manager and quality assurance manager had worked hard to address the areas for improvement from the previous inspection, they were organised and had a shared vision. A range of policies and procedures were in place which underpinned the service's delivery. These policies reflected current best practice and guidance. This resulted in staff that knew what was important to the setting to meet the needs of the children and families.

A training plan was in place for all staff. We saw that staff engaged in regular professional development to keep their skills, knowledge and practice up to date and in line with best practice guidance. one member of staff told us that "training enhances my practice which in turn enhances the children's development and learning, to provide high quality interactions."

Regular meetings gave staff the opportunities to talk about any successes and achievements, discuss any individual children's needs or next steps and reflect on practice. This resulted in a strong ethos across the team and service, which supported children to reach their full potential.

Families were asked annually for their feedback on the service. We suggested to the service that small regular surveys may support improvement more effectively. We also suggested using a 'you said, we did' approach to show families how the service was taking forward their comments and suggestions.

How good is our staff team? 5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children, therefore we evaluated this quality indicator as very good.

Quality indicator 4.3: Staff deployment

Children benefitted from a caring and nurturing staff team who knew them very well. The staff team were committed to ensuring that all children received high quality care within the service. The service was well staffed to meet the needs of children across the day. Staff deployment was well managed, careful consideration had been given to differing experience, knowledge, and skills of the staff team. This ensured that children received consistently responsive care.

Families spoke highly of the staff team, one parent said, "I was extremely concerned how my child would settle in with them being so young and has not been away from myself for long before. My child seems to have settled in seamlessly and is very happy and comfortable with the nursery staff, who have made this such a positive experience for us both."

Children's individual needs were well-considered as staff placed themselves thoughtfully during busier times. As a result, children benefitted from a very calm and positive experience. Staff worked very well together, and it was clear they had developed positive respectful relationships with each other. This resulted in staff flexibly supporting each other to meaningfully engage with children and meet their individual needs.

Staff were recruited safely and in line with current best practice. An effective induction period was in place with new staff being assigned a mentor for support and guidance. The national induction resource was used effectively to support the induction and encouraged staff to reflect and evaluate their own practice.

Staff told us they felt valued and supported by management and the wider team. This positive and supportive ethos meant that children were thriving as result of the loving and nurturing care they experienced from all staff.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To effectively meet children's individual needs and support their wellbeing, development and progress, all children must have a personal plan in place. This should include but is not limited to:

a) ensuring all personal plans are regularly reviewed and updated in partnership with families at least once every six months

b) staff have access to current and relevant information about each child, including individual care and support strategies to effectively meet children's needs.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states 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) and 'My care and support meets my needs and is right for me' (HSCS 1.19).

This area for improvement was made on 30 October 2023.

Action taken since then

All children have a personal plan in place, which contains relevant information for meeting each child's needs. These have been updated and reviewed with almost all families and are now well organised.

Previous area for improvement 2

To support children's health and wellbeing and reduce the potential spread of infection the provider should ensure that all areas within the nursery are clean and in a good state of repair.

This should include, but is not limited to:

a) ensuring surfaces in high-risk infection areas are cleaned to a high standard, for example changing mats, floors, and shelving areas within all bathrooms

b) ensure staff replace worn and damaged changing mats to prevent the potential transmission of infection

c) ensuring electrical appliances, furniture, fixtures and fittings are clean, in good working order and a good state of repair

d) quality assurance processes are further developed to effectively monitor the cleanliness and quality of the environment.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment' (HSCS 5.22).

This area for improvement was made on 30 October 2023.

Action taken since then

There has been a significant improvement in relation to this. The service is visibly clean and well organised. Electrical equipment such as microwaves and fridges have been replaced and are being kept clean and in good working order as part of the daily cleaning schedule. Robust quality assurance ensure that this is completed to a high standard.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How good is our care, play and learning?	4 - Good
1.1 Nurturing care and support	4 - Good
1.3 Play and learning	4 - Good

How good is our setting?	4 - Good
2.2 Children experience high quality facilities	4 - Good

How good is our leadership?	4 - Good
3.1 Quality assurance and improvement are led well	4 - Good

How good is our staff team?	5 - Very Good
4.3 Staff deployment	5 - Very Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànain eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.