Kanga Rhu Preschool
Day Care of Children

1 Alexander Place
Smugglers Way
Rhu
Helensburgh
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Telephone: 01436 821 554

Type of inspection:
Unannounced

Completed on:
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Service provided by:
Anne Louise King

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CS2010250397

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Kanga Rhu Preschool is a service operated by a private provider who works in partnership with Argyll and Bute Council to provide early learning and childcare. The service is registered to accommodate a maximum of 32 children aged from 3 - 8 years. The service currently only cares for children from 3 years to those not yet attending primary school. The service has continued to offer 1140 hours funded early learning and childcare with children attending the service for a six hour session.

The service is based in a two-storey detached house with an outdoor play area in Rhu. The accommodation consists of two playrooms, an office and toilets upstairs and one large playroom, a quiet room and a kitchen downstairs. There is a good sized outdoor play area to the rear of the property. The play area to the front of the property was not in use at the time of inspection. As a result of Covid-19, play and learning takes place outdoors as much as possible.

Through viewing the aims and objectives of the service it was noted that the nursery aimed to provide a "safe and stimulating environment where the children can feel happy and secure."

This was a focused inspection to evaluate how well people were being supported during the Covid-19 pandemic. We evaluated the service based on key areas that are vital to the support and wellbeing of people experiencing care during the pandemic. This inspection was carried out by one inspector from the Care Inspectorate.

What people told us

Parents gave their views of how the service had delivered care to them and their children during the pandemic. Some of their comments included:

"My child absolutely loves going to nursery, has made plenty of friends and is very fond of the staff. I feel there is a great variety of activities, appropriate to Early Years and that the staff make every effort to provide engaging, enjoyable activities, both indoors and outside. I have been pleased that the children are able to access the local community by going on walks to the woods and to the beach. The manager always ensures risk assessments are carried out and reassures parents accordingly."

"My child potty trained recently and nursery really helped us with this by encouraging use of the facilities there and teaching good habits. My child has also been willing to try new foods thanks to the funny food tasting on Fridays."

"My husband and I are confident that our child is safe and well taken care of at nursery and are looking forward to the new term."

"There is a huge improvement since my last child attended. Having the manager back has changed the nursery and my current child is so happy. They are a very kind, hard working team and keep us updated via

seesaw. When my first child was there they hardly did any activities and now everyday they are doing fun educational activities and my child is learning so much and has developed so much since starting."

"I am amazed how much my child has learnt and developed since starting at Kanga Rhu and that's a credit to the manager and staff."

"I have recommended the nursery to friends and it really has improved since my oldest son was there."

"Having Seesaw as a way of communication is great and also the manager is always available every morning and afternoon to talk to. They have dealt with Covid-19 guidelines very well and think they should be commended for that."

"I am extremely happy with the changes they have made and hope they continue."

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 and support during the COVID-19 pandemic?	4 - Good

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

How good is our care and support during the COVID-19 pandemic? 4 - Good

Quality indicator 5.1: Children's health and wellbeing are supported and safeguarded during Covid-19.

Our focus during this inspection was to establish whether children's health and wellbeing benefited from their care and support in relation to Covid-19. We concluded that the service was providing a good standard of care and that children's health and wellbeing was being well supported.

Children were very happy, settled and comfortable in the setting. Children had developed positive relationships and friendships with their peers. Children were busy and positively engaged throughout the inspection. Lunch was calm, sociable and pleasant.

Children and parents/carers experienced a warm and welcoming ethos in nursery, with children and staff enjoying caring, nurturing relationships. This promoted a feeling of safety and security for children. Children were supported by staff who knew them well and respected them as individuals. We observed warm, nurturing interactions between staff and children. Children were happy and having fun during their time at the setting. Staff had supported children well to understand changes and this showed in their confidence and familiarity with their daily routines. Children were very confident in their environment and with the changes to their routines.

Staff were clear about their role and responsibilities in protecting children and had completed relevant training. However, they were not aware of the supplementary child protection guidance issued in 2020 in response to the pandemic. This should be covered at the earliest possible opportunity and factored into the existing child protection procedures where necessary (area for improvement 1).

The service had appropriate arrangements to work with other agencies to support children's welfare and safety. Staff had worked sensitively with local schools and families to ensure that children had been well supported in their transition to P1.

Staff supported children to spend most of their time outdoors. The outdoor areas provided good opportunities for children to lead and extend their own play and learning. Ensuring children spent as much time outdoors as possible helped to minimise the risk of any possible transmission of the virus and supported children's health and wellbeing.

Staff have been working hard to support children to lead their own play and learning. This was very much in evidence during the visit. Children were involved in regular discussions recorded in their floor book to discuss what they already knew and what they would like to learn. Staff were becoming more confident in using this to link children's learning and development to curricular areas. Staff had undertaken specific training to support children's wellbeing, including use of the Leuven Scale and Emotions Coaching. We could see this was developing in their practice.

Through discussion with staff and sampling children's personal plans we could see that staff had a good knowledge and understanding of children's individual needs. Staff had maintained regular contact with parents/carers to discuss any updates to individual personal plans. Where possible, the service had maintained contact with other professionals involved in the children's care. This ensured staff could tailor care and learning to each child's individual needs.

Seesaw was being used effectively as a way of involving parents/carers in their children's activities at the setting, as well as being used for more personal opportunities to chat/discuss children's specific needs. There were also opportunities to speak outside individually with parents at drop off/collection if requested in advance.

Quality indicator 5.2: Infection prevention and control practices support a safe environment for children and staff. Children are protected as staff take all necessary precautions to prevent the spread of infection.

Our focus during this inspection was to establish whether infection prevention and control practices in relation to Covid-19 supported a safe environment for children and staff. We concluded that good policies and procedures were in place to ensure that children and staff experienced a safe environment.

The environment was clean and generally well maintained. Cleaning schedules were in place to support the enhanced cleaning arrangements that had been established during the pandemic, but the written schedules could be developed to include cleaning carried out throughout the day to limit the spread of infection (area for improvement 2). The manager had added the use of a fogger to the cleaning routine to disinfect carpets, soft furnishings and fabrics but this had not been included in the Covid-19 risk assessment (area for improvement 3).

Windows and doors were open to ensure enhanced ventilation in line with current guidance.

With the garden being utilised most of the time, we noted that there were sufficient areas of shade for use when needed. Staff ensured children were sun safe through the appropriate use of sunscreen and sun hats.

Staff and parents were aware that they should maintain a two metre physical distance from each other. Staff wore masks when appropriate.

Children and staff had adapted well to operating within the parameters of the Covid-19 guidance. They were confident in their enhanced hand washing regimes. Children understood the importance of regular hand washing. Staff ensured that children were supported during hand washing to ensure effectiveness and minimise the risk of the spread of infection.

Signs and displays were generally evident at pick up and drop off points so that parents and carers were reminded of the need to maintain physical distance. Clear expectations were set around children and staff remaining at home when unwell.

An isolation room and procedure was available for any child becoming ill or developing symptoms of Covid-19 whilst attending the setting.

Quality indicator 5.3: Staffing arrangements are responsive to the changing needs of children during Covid-19.

Our focus during this inspection was to establish whether staff had the right knowledge, skills, and competence to support children in relation to Covid-19. We concluded that good arrangements were in place and that staff were responsive to the changing needs of children and families during Covid-19.

Due to the small size of the service, it was appropriately staffed to meet the children's needs and attention had been paid to the additional demands placed on staff in response to Covid-19. The well established staff team facilitated consistency and continuity of care for the children in the service. The service provider

should develop clear protocols and risk assessments for the use of agency staff or staff from other services in the event they may be required to cover any unexpected staff absence (area for improvement 4).

Staff were able to carry out their additional cleaning tasks without any detrimental effect on children during our inspection. Staff engaged well with children throughout our inspection visit and we could see they were responsive to children's individual needs.

The team work very closely together with their manager and were well supported in their roles. Staff were committed to the service and to their roles. They remained committed to their improvement journey, displayed increasing confidence and were keen to continue to learn and improve their practice, to provide the best possible outcomes for children.

Areas for improvement

1. The manager should ensure that the staff team take time to become familiar with the Scottish Government's Coronavirus (Covid-19): supplementary national child protection guidance.

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

2. Written cleaning schedules should be enhanced to include cleaning carried out throughout the day to limit the spread of infection for example regular touch points.

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

3. The Covid-19 risk assessment should be extended to identify hazards and control measures for the use of the fogger to disinfect areas within the service.

This is to ensure care and support are consistent with the Health and Social Care Standards which state that: "I experience high quality care and support based on relevant evidence, guidance and best practice." (HSCS 4.11)

4. The service provider should develop clear protocols and risk assessments for the use of agency staff or staff from other services.

This is to ensure care and support are consistent with the Health and Social Care Standards which state that: "I am confident that people who support and care for me have been appropriately and safely recruited." (HSCS 4.24)

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

The provider should continue to ensure that staff improve procedures to ensure accurate recording of children's progress in learning and development, including identifying and tracking next steps in learning.

This is to ensure that the care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

"My future care and support needs are anticipated as part of my assessment." (HSCS 1.14)

This area for improvement was made on 7 September 2020.

Action taken since then

We found that staff were completing regular observations to record children's progress in learning and development. These were linked to relevant curricular areas and showed where next steps were identified and subsequently met. We noted that staff were becoming more skilled at recording pertinent information only. While this is a continuing area for staff development, we were satisfied with the progress made on this area for improvement.

Previous area for improvement 2

The provider should develop a comprehensive approach to supporting staff with their continuous professional development.

This ensures the quality of staffing is consistent with the Health and Social Care Standards (HSCS) 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 area for improvement was made on 7 September 2020.

Action taken since then

We confirmed that staff appraisals had been carried out last August and that they were currently due to be carried out again. We noted that the revised format enabled staff to reflect on their practice and receive feedback on their strengths and areas for development. The manager was keen to further develop these and was looking at systems in place in other settings. Staff told us that they found the appraisal system supportive and effective in recognising their skills and highlighting areas for development. While we agreed that the system could be further developed, we were satisfied with the progress made on this area for improvement.

Previous area for improvement 3

In order to improve standards within the service, the provider should continue to ensure that robust procedures are put in to place to assess the quality of the service including:

(i) ensuring all staff are familiar with using, How good is our early learning and childcare?;

(ii) ensuring all staff are involved in the systematic evaluation and discussion of the effectiveness of their work and the work of the service; and

(iii) ensuring that the views of children and their families can influence this process.

This is to ensure that the management and leadership 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 benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes." (HSCS 4.19)

This area for improvement was made on 7 September 2020.

Action taken since then

We could see that there had been definite improvements in this respect. The staff team were meeting regularly with the staff team from their sister nursery to evaluate their settings against the quality indicators from How Good is our Early Learning and Childcare. A self-evaluation floor book had been developed to document their improvement journey. We could see evidence to demonstrate use of key questions to assess effectiveness and highlight areas for improvement. In our discussions with staff we noted that their confidence was increasing in using this approach to self-evaluation. While this was still a work in progress, we were satisfied with the progress made on this area for improvement.

Previous area for improvement 4

In order to improve standards within the service, the provider should continue to develop robust procedures to monitor the quality of outcomes for children and the quality of the service overall.

This is to ensure that the management and leadership is consistent with the Health and Social Care Standards (HSCS) 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 area for improvement was made on 7 September 2020.

Action taken since then

The manager and team were involved in regular planning meetings to evaluate their approach to planning and discuss children's individual needs and next steps in learning. Handwritten notes from these meetings also documented professional dialogue and recommended reading for staff. We could see that staff were in

the early stages of using moderation and peer assessment to monitor and evaluate their practice. We were also able to see some notes of monitoring carried out by the manager. There could still be some improvement in the systematic approach to this. While this was still a work in progress, we were satisfied with the progress made on this area for improvement.

Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	4 - Good
5.1 Children's health and well being are supported and safeguarded during COVID-19	4 - Good
5.2 Infection prevention and control practices support a safe environment for children and staff	4 - Good
5.3 Staffing arrangements are responsive to the changing needs of children during COVID-19	4 - Good

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