Nursery Times
Day Care of Children

The Lodge House
22 Neilston Road
Paisley
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Telephone: 01418 489 292

Type of inspection:
Unannounced

Completed on:
1 December 2021

Service provided by:
Genesis (J & T) Limited

Service provider number:
SP2010011218

Service no:
CS2010274766

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.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children.

The Getting it Right for Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It's a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people - and how they can act to deliver these improvements. Getting it Right for Every Child is being threaded through all existing policy, practice, strategy and legislation affecting children, young people and their families.

In Scotland, the Getting it Right for Every Child (GIRFEC) approach puts wellbeing at the very heart of its approach. The eight "indicators" of wellbeing that form the basis of GIRFEC are - safe, healthy, achieving, nurtured, active, respected, responsible and included - often referred to as "SHANARRI".

This service was registered with Care Inspectorate on 3 August 2011.

Nursery Times is provided by Genesis (J & T) and operates in partnership with Renfrewshire Council to provide funded early learning and childcare. The service accommodation is a listed building in Paisley and is situated close to many local amenities.

The service is registered to provide a care service to a maximum of 88 children, including:

25 children: 0 - 30 months
21 children: 30 - under 42 months
32 children: 3 - 5 years
10 children: primary school age.

We carried out an unannounced visit to the service on Friday 26 November 2021. Following that we used virtual technology to consult with parents, staff and management team. We provided feedback to the manager on Wednesday 1 December 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 within Quality Theme Care and Support.

What people told us

We provided the service with an online digital survey to share with parents of children using the service. We received 27 responses. All of those who completed our survey agreed that they were overall happy with the quality of care and support their child received when attending the service. One parent told us; "I feel my child is receiving very person centered care to suit their likes and dislikes and I have seen great improvements with their skills, speech and abilities thanks to the staff".

Parents also commented positively on the level of communication that they received from the service and told us that they found verbal communication, the Family App and parents' evening telephone calls helpful to keep them informed of their child's progress. Comments made included; "good verbal feedback daily from staff and good quality of information recorded in the learning journals".

Some parents identified that they would like to see photographs of their child during play added to the Family App more frequently. We shared this with the manager who agreed to action this.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own quality assurance processes, self-evaluation and service improvement plan.

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

The quality of care and support has been evaluated as good. Important strengths were identified with some areas for improvement.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children and staff in relation to Covid-19. We saw staff and children were supported to understand the need for good hand hygiene and staff wore face coverings where required.

Children experienced warm, caring and nurturing interactions from staff who ensured their personal care needs were met. Where children required reassurance or support with their emotional wellbeing, staff were responsive to this and worked closely with families to promote children's security within the setting. One parent told us that as the result of staff taking time to get to know their child, they had settled well within the service and had developed positive attachments with staff and peers.

On-going effective communication with parents helped to maintain positive relationships. Parents told us they felt well-informed, listened to by the service and that they received frequent information about changes to practice and upcoming events. Parents placed value in verbal daily communication, the use of the Family App and social media in keeping them updated with their child's progress. We found that communication had been prioritised to support families wellbeing.

Personal plans were in place that contained important information required by legislation and had been developed in consultation with parents. Regular communication with parents through learning journals and a recent telephone call parents evening ensured that opportunities were provided for parents to update information. We discussed with the management team the importance of clearly recording all review dates and how consultation with parents had been carried out. This will ensure plans can be monitored effectively by senior staff.

We found lunchtime to be a relaxing and sociable experience for children and that children were supported by staff when required. We observed within the three to five play room, staff had introduced a split lunch routine where lunch was served to children in two groups at different times. This ensured the lunch experience provided opportunities to develop conversations, build positive relationships and offer peer support. However further opportunities should now be provided to develop children's independence skills, for example children pouring their own drinks. In addition, we asked that safety measures are implemented to ensure that foods are served at an appropriate temperature for the children receiving meals at the second serving. Staff should also further consider friendships and children's choice of who to sit with when allocating children to the lunch serving.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

The quality of environment has been evaluated as good. Important strengths were identified with some areas for improvement.

We found that the management and staff team had worked hard to improve the environment and as a result of positive changes, children experienced a setting that was clean, well maintained and free from hazards. We observed that daily maintenance checklists and cleaning schedules were in place and that most staff had completed first aid training so that children received appropriate treatment should an accident occur. Accidents and incidents were appropriately recorded and information was shared with parents to promote an ethos of respect and trust.

Playrooms were warm, welcoming and had been thoughtfully resourced to offer children opportunities to explore their natural creativity, curiosity and inquiry. Consideration had been given to children making their own choices in play, as open storage units encouraged self-selection and easy access of play materials.

Each playroom offered appropriate play invitations for children and the use of natural materials and loose parts was evident throughout the service, supporting children to use their imagination to direct their play and learning.

Children were able to choose from a range of play spaces throughout the indoor and outdoor areas that offered opportunities for risk and challenge. This included opportunities for children to build and climb using open-ended materials outdoors and the use of knives to cut foods within the imaginative area indoors. Staff were vigilant and supported children where needed. This helped children to develop their confidence in a safe and nurturing way.

Free flow play between the indoor and outdoor play spaces was not in place due to the location of the outdoor spaces. Whilst each playroom did regularly access outdoor play, this was controlled by staff. We have asked the staff to ensure outdoor play is available to all children during each session they attend to ensure they have the option to play outdoors at a time that suits their needs. This will contribute positively to children's general health and wellbeing.

To ensure children have regular access to challenging outdoor play and learning experiences beyond the nursery setting, we have asked that consideration is given to offering a woodlands experience to support children to develop respect and appreciation for nature.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

The quality of staffing has been evaluated as good. Important strengths were identified with some areas for improvement.

Staff interactions with children were warm, nurturing and kind. Staff were responsive to children and were deployed throughout the service in a way that ensured suitable levels of supervision. Staff were developing their confidence as a team and felt supported by management. This ensured staff were able to provide a good quality of care and reduced the impact staff changes had on children.

Staff worked well together and they were respectful in their interactions with each other, children and parents. We observed children confidently engaging with staff and staff responding promptly to children when they needed support, meeting children's individual needs.

Staff spoke positively of the training they had participated in and provided examples of how they had improved their practice. For example implementing "the curiosity approach". Staff reflected on their training and completed post training evaluations identifying how they planned to incorporate training into their practice. This supported a culture of reflection and continuous improvement.

Staff spoke positively of the informal opportunities available to them to review their wellbeing with management and a structure of staff support was in place to ensure staff felt valued. Opportunities for staff to engage in formal professional development reviews were imbedded within the service and key strengths and areas for further improvement were identified. However, we found that there were some missed opportunities to consider staffs' understanding of best practice guidance documents and to signpost staff to current early learning and childcare policy to further enhance their practice.

Regular staff meetings allowed the staff to work together as a team, supporting a professional workforce. We found that staff would now further benefit from adopting a shared leadership approach within the service and that senior playroom staff would benefit from undertaking leadership training to support them within their roles. This would improve staff confidence and support a well-informed staff team who were empowered to develop areas of their practice to improve play and learning experiences for children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The quality of management and leadership has been evaluated as good. Important strengths were identified with some areas for improvement.

Throughout this inspection we found the management team to be responsive to suggestions and committed to improving children's experiences. They demonstrated a clear vision of how they would like to improve the service. This included promoting a positive ethos in the staff team by building on staff strengths and supporting continuous professional development. Staff told us that they felt supported within their role and described themselves as "a close team". This resulted in children receiving care in a friendly, relaxed environment.

All staff spoke positively of the open door policy in place and of the support they received from management in both their personal and professional life. This contributed to trusting, respectful working relationships within the team.

A range of policies and procedures were in place that were informed by best practice guidance and the Health and Social Care Standards. They were regularly reviewed, updated and new ones introduced to include aspects of Covid-19 guidance.

Quality assurance processes were in place, which helped support the monitoring and development of the service. Processes in place included peer monitoring, self-evaluation and an improvement plan which detailed clear outcomes for children and success criteria. As a result, the service was well placed to identify and implement improvements. We found some evidence of the service gathering views from staff and parents as part of the self-evaluation process. The service should continue to imbed their self-evaluation processes and further seek views from all stakeholders, including children. This would support a shared vision to improvement planning and ensure staff, parents and children felt listened to and that their views were valued and respected.

The service had addressed the requirements and recommendations made at the previous inspection. From the evidence gathered during this inspection we had confidence that the service had the capacity to improve and are now well-placed to continue on their improvement journey.

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

Requirement 1

Due to the severity of the concerns you, the provider, must take the following action by Monday 1 March 2021, to ensure that children are cared for in a safe and hygienic environment;

1. Declutter surfaces and shelves throughout the service and undertake a deep clean of the premises. This must include all play spaces and toilet facilities accessible to children.

2. Arrange a programme of training to support staff to understand current infection prevention and control practices which should be implemented during Covid-19. This should include training relating to; hand washing, infection prevention and control and PPE use. A plan should be developed to measure and monitor staff practice and understanding of any training undertaken.

3. Implement handwashing sinks in all nappy changing areas to ensure staff and children can wash their hands to reduce the spread of infection. Portable sinks may be used as a temporary solution until plumbing works can be carried out safely. Hand washing facilities throughout the service must be clearly allocated and the recommended hand washing technique should be displayed as a visual prompt for staff and children.

4. Review storage of children's bedding to ensure they are stored appropriately to reduce the spread of infection. The Coronavirus (Covid-19): early learning and childcare (ELC) services guidance states that, "where children sleep or nap in the setting, children should have individual bedding, stored in individual bags and this should be laundered frequently and as a minimum weekly".

5. Arrangements should be made for the removal of the large volume of discarded resources within the nursery car park area. This will remove any potential risk of infection or potential fire hazard.

6. To eliminate any potential risk of harm or injury to staff and children, contact should be made with Scottish Fire and Rescue Service to ensure the storage of resources and location of electrical appliances throughout the service comply with fire regulations.

This is in order to comply with Regulation 4(1)(d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI 2011/210).

This requirement was made on 25 February 2021.

Action taken on previous requirement

Monitoring visits were undertaken on 15 and 29 June 2021 and sufficient evidence was reviewed to conclude that this requirement was met.

Met - within timescales

Requirement 2

By 30 April 2021, the provider must ensure that during the Covid-19 pandemic all national guidance and any updated supplementary guidance is implemented within the service to ensure the health, welfare and safety needs of children are met.

This is in order to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI 2011/210).

This requirement was made on 3 March 2021.

Action taken on previous requirement

Monitoring visits were undertaken on 15 and 29 June 2021 and sufficient evidence was reviewed to conclude that this requirement was met.

Met - within timescales

Requirement 3

By Monday 28 June 2021, the provider must ensure that appropriate staffing levels are implemented and ensure that staff are deployed effectively across the service to ensure the health, welfare and safety of children at all times.

This is in order to comply with Regulation 15(a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This requirement was made on 25 June 2021.

Action taken on previous requirement
A monitoring visit was undertaken on 29 June 2021. Our observations of staffing levels and the deployment of staff throughout the service was sufficient to meet children's needs and meeting appropriate levels of staff/child ratios .

Met - within timescales

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

Previous recommendations

Recommendation 1

The provider and the manager must ensure children consistently experience care and support where they are respected to ensure children's emotional wellbeing is met. Opportunities for personal care and opportunities for children to rest and sleep should be provided promptly in response to children's individual needs.

This is to ensure care and support is consistent with Health & Social Care Standards which state; "If I require intimate personal care, this is carried out in a dignified way, with my privacy and personal preferences respected" (HSCS 1.4) and "My care & support meets my needs and is right for me" (HSCS 1.19).

This recommendation was made on 3 March 2021.

Action taken on previous recommendation
Documentation sampled as part of this inspection process and our observations of staff practice and interactions with children enabled us to conclude that children were consistently experiencing care and support in a way that demonstrated they were respected and their emotional wellbeing was met.

This recommendation has been met.

Recommendation 2

To ensure the safe administration of medication, the provider and the manager should review best practice guidance; "Management of medication in day care of children and childminding services" and ensure:

(a) Medication is stored appropriately.
(b) Recording formats contain all essential information to support staff to safely administer medication.
(c) Audits of records and medication stored on the premises is carried out.

This is to ensure that care and support is consistent with Health and Social Care Standards which state; "Any treatment or intervention that I experience is safe and effective" (HSCS 1.24).

This recommendation was made on 3 March 2021.

Action taken on previous recommendation

Documentation sampled as part of this inspection process and our observations of how medication was stored within the service enabled us to conclude that medication was stored and administered safely in line with current guidance.

This recommendation has been met.

Recommendation 3

The provider and the manager should further develop children's personal plans, detailing how the service plan to meet the child's health, welfare and safety needs.

This is to ensure care and support is consistent with Health and Social Care Standards which state; "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 3 March 2021.

Action taken on previous recommendation

Personal plans were sampled as part of this inspection process and we found that they had been reviewed and further developed to detail how children's needs would be met.

This recommendation has been met.

Recommendation 4

The provider and the manager should ensure that children are cared for in a safe and hygienic environment and sufficient measures are in place to protect children during the Covid-19 pandemic. In order to achieve this the provider and the manager should;

(a) Monitor staff practice to measure staffs' understanding of any Covid-19 and infection prevention and control training undertaken to ensure staff are implementing this within the service.

(b) Carry out a detailed audit, reviewing infection control practice across the service to ensure compliance with Health Protection Scotland guidance "Infection Prevention and Control in Childcare Settings (Day care and childminding settings)".

(c) Review the service procedures for increased frequency cleaning both indoors and outdoors and update cleaning schedules to ensure they include accurate details of what has been cleaned and when cleaning has taken place.

This is to ensure that the environment is consistent with Heath and Social Care Standard which states, "I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment" (HSCS 5.22).

This recommendation was made on 3 March 2021.

Action taken on previous recommendation

Documentation sampled as part of this inspection process and our observations of staff practice enabled us to conclude that children were cared for in a safe and hygienic environment and that sufficient measures were in place to protect children during the Covid-19 pandemic.

This recommendation has been met.

Recommendation 5

The provider and the manager should ensure that staff have the necessary knowledge and understanding to support them in their role. In order to achieve this the provider and the manager should;

(a) Where it is identified that staff training is required to meet a child's needs, training or self-directed study should be arranged at the earliest convenience to ensure every child's needs can be met.

(b) Staff should access further training and self-learning to support them in their role. Training should be prioritised relating to; first aid, food hygiene and infection prevention and control.

This is to ensure staffing is consistent with Health and Social Care Standards which state; "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 3 March 2021.

Action taken on previous recommendation

Documentation sampled as part of this inspection process and our observations of staff practice enabled us to conclude that staff had the necessary knowledge, understanding and skills to support them to fulfil their role and to meet children's daily care needs.

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	
4 Mar 2019	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed Not assessed
16 Aug 2016	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
2 Sep 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
6 Sep 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
18 Nov 2011	Re-grade	Care and support Environment Staffing Management and leadership	Not assessed Not assessed 3 - Adequate Not assessed
31 Aug 2011	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 5 - Very good 2 - Weak 4 - Good

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

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