Wise Owls Nursery and Out of School Club Day Care of Children

Ivy House
65 - 67 High Street
Moffat
DG10 9HG

Telephone: 07943 187 791

Type of inspection:
Unannounced

Completed on:
10 February 2023

Service provided by:
Wise Owls Nursery Moffat Ltd

Service provider number:
SP2018013092

Service no:
CS2018365487

About the service

This service registered with the Care Inspectorate on 1 February 2019. The service provider is Wise Owls Nursery Moffat Ltd.

Wise Owls Nursery and Out of School Club is a daycare of children service. The nursery is based at Ivy House, High Street, Moffat and the Out of School Club is based at Moffat Academy. The service is located within walking distance of local schools, shops and bus routes. The service operates during school term time and school holidays.

The service is registered to provide a care service to a maximum of 36 children aged from birth to those attending primary school at any one time.

- of those 36 children no more than 15 are attending primary school during holiday periods.
- of those 36 children no more than 9 are aged under 2 years.
- of those 36 children no more than 27 are aged 2 years to those not yet attending primary school.
- of those 27 children no more than 10 are aged 2 years to under 3 years.

During term time a service for 30 children aged 3 years and over to S1, of whom no more than 8 are not yet attending primary school may be provided from:

Moffat Academy
Jeff Brown Drive
Moffat
DG10 9QL

This service will operate before and after school during term time only. No care will be provided during in-service days.

The manager will be 75% supernumerary.

Adult: child ratios will be a minimum of:

- Under 2 years - 1:3
- 2 years to under 3 years - 1:5
- 3 years and over - 1:8 if the children attend more than 4 hours per day, or
- 1:10 if the children attend for less than 4 hours per day
- If all children are over 8 years old and over 1:10

About the inspection

This was an unannounced inspection which took place on Monday 6 February 2023 and Tuesday 7 February 2023. The inspection was carried out by three early learning and childcare inspectors from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the service registered.

In making our evaluations of the service we:

- spoke with and observed children using the service
- contacted families through email to gather their views
- spoke with staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- Children received good care and support from kind, caring and nurturing staff that knew children well.
- Children had home cooked, nutritious meals and we observed mealtimes to be relaxed, unhurried and provided a positive social experience for the children.
- Children were cared for in a nurturing environment.
- In the moment planning has been introduced throughout the nursery and is in early stages of becoming embedded.
- The service had plans in place to support improvement. Quality assurance processes were beginning to be effective in evaluating the quality of the provision.
- Staff and management had been developing the nursery environment inside and outside following the last inspection with a focus on ensuring the environment is organised, inviting and developing resources to extend and enhance children's play.
- Out of school care environment could be developed further to support children to rest, relax and celebrate achievements.

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?	4 - 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 key question 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 within the service received good care and support from kind, caring and nurturing staff that knew children well. All staff displayed a loving and calming manner with the children. This showed us that attachments and relationships between children and adults were strong.

Children from the 3-5 room had lunch in the dining room and the younger children were supported in their playroom during lunch. The mealtimes were relaxed, unhurried and provided a positive social experience for the children. Children enjoyed a hot nutritious meal and staff sat with the children and encouraged them to try new foods. One parent told us " The food that is provided has a brilliant variety of healthy food!"

Children were encouraged to be independent by pouring their own drinks and collecting extra items from the serving unit. Some children got a little restless when they had finished their lunch, but a member of staff quickly picked up on this and assisted children back to the playroom this was supporting children's individual needs and preferences.

Personal plans were in place for all children, and we could see that these were regularly updated. Systems were in place to ensure all staff read any updates when there was a change in a child's health, wellbeing or safety needs. Management had developed an informative system to provide key information under the wellbeing indicators which was stored within the playroom. This was supporting staff to ensure children were receiving the care that is right for them. Further information for personal plans was stored on the Famly app. Staff had regular access to this information, this supported continuity of care. Parents told us

"I receive the care plan reviews to look over and give feedback. I have discussions with the out of school care manager to keep her up to date and she also contacts me when she wishes to update me on an observation or target."

"I think the staff go above and beyond in communicating with the parents through the Family app we get regular updates about what the room have been getting up to, where they have been and what they've been enjoying and learning."

"Care plan reviews are great, and the parent meetings help me to be involve".

We sampled medication for children who required it while at nursery, we found this was in line with best practice guidance. Management should ensure that all medication has a dispensing label and original packaging.

Quality Indicator 1.3 Play and learning

Throughout the service children were observed to be engaged in their play both inside and outside. This allowed opportunities for children to lead their own play and learning, encouraging independence and curiosity. Children were free to move between play spaces including the outdoor area.

This gave the children ownership and sends a message to the children that they matter. Children were involved in particularly engaging activities in the art area, for example still life painting, creating valentines gifts and playdough. The area was set up to allow choice and a space where their artwork was displayed. This showed us that children's achievements are celebrated, recognized and respected.

Outside children enjoyed a variety of play, including risky play. Staff supported children by adapting their interactions to meet each child's level of development and learning. On the day of inspection, we observed skilled interactions including the use of effective questioning. Children were encouraged to problem solve which helps to develop higher order thinking skills.

In the moment planning had been introduced throughout the nursery and was in early stages of becoming embedded. This approach was supporting staff in responding to children at a time most relevant to them and their learning. Parents had been included through attending a session on the new planning approaches to inform them of how the nursery will now support and report on their child's development and learning. This was supporting families to be active participants in their child's learning journey. Parents told us,

"The variety of activities available at the after school club are exceptional, and they look to ensure things are available based on the needs and interests of the children attending."

"Information shared is great, really detailed, in person and via Famly. We love the observations that the staff write up as we can track how our little ones are developing."

"My son has benefitted hugely form expertise in speech and language support which has been hugely reassuring to us."

A focus for the service recently had been to develop high quality observations. Staff should continue this journey ensuring information from children's personal plans form part of the planning process and think about how they plan for the children's next stage of development and learning. We spoke to the nursery manager about extending children's targets to include literacy and numeracy and signposted them to good practice document, Realising the Ambition. This will help to support children to reach their full potential.

Children's opportunities for learning are enhanced through strong connections to their community. The children attend forest school twice per week and regularly visit parks, greenspaces and other places in the local community. This has been developed further by activities such as paddle boarding and walks for parents during weekends. Parents told us;

"The manager makes wonderful links with the community, continually goes above and beyond; setting up groups, gatherings and events to include as many families as possible and is always keen to invite people into the nursery. It really is a home from home for the children which is important".

"All the extra activities put on by the nursery manager including parent walks, open days for grandparents to visit, baby groups, paddle boarding make an enormous difference to the wellbeing of the parents and wider families too."

How good is our setting? 4 - Good

We evaluated this key question 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

The nursery building was in a good state of repair throughout and had a secure door entry system. Furniture was child sized and there were some soft furnishings for relaxation and comfort for children to relax. Children had space to play in small groups and by themselves. There were sufficient chairs for children in the dining area so that children could be seated together and choose to sit with a friend of choice, children found this a sociable time with their peers and were relaxed during lunch.

Staff and management had been developing the nursery environment inside and outside following the last inspection with a focus on ensuring the environment is organised, inviting and developing resources to extend and enhance children's play. For example, the 3-5 children have play spaces that are defined, have appropriate resources and staff ensured resources were accessible to the children. The 0-2 children now have a free flow system in place enabling children to explore and investigate between rooms this has been enhance with a dedicated art room being developed for messy play. Some of the children's artwork was displayed which celebrated their achievements.

The provider and staff were in the process of developing the outdoor area and we can see the improvements following the last inspection for example an appropriate covering has been put in place where the ground was muddy and at times unsuitable for children to access, new outdoor tables have been purchased for children to sit with friends, a Wendy house had been erected for children to develop imaginative play, loose parts play and open ended resources were also supporting children's curiosity and creativity. Management and staff should continue their journey in reviewing and evaluating play spaces which will continue to support children's engagement and sense of wonder.

Children have regular visits to forest school area which was supporting them to gain knowledge in safe play outdoors through activities developed by staff this was also enhancing their knowledge and supporting learning about the natural world. One parent told us,

"The opportunity for our children to participate in forest school has been one of the best experiences with regards to their wellness and also learning practical skills for life."

We carried out a visit and observations at the out of school care. We found children had free flow access to outdoors and were utilising the designated areas well. However, we found the out of school care environment was challenging for the manager due to the classroom they have been allocated within Moffat Academy. This was limiting children in relation to displaying achievements, accessing resources and having cosy areas to rest and relax. We recognise the manager has worked hard with the children to support them within the environment through displaying achievements within big books and actively encouraging children to request resources. On the day of the inspection two children wanted some quiet time and the manager enabled this under the classroom desks. We would encourage the provider and manager to review any other options that could be available to enhance the environment the children are accessing.

Overall, staff demonstrated good practice in infection prevention and control. For example, they modelled good hand hygiene, children were regularly reminded to wash hands at appropriate times such as before and after eating which encouraged them to develop healthy habits. We would ask staff to be mindful in relation to children with runny noses and ensure they have access to tissues and reminded to wash hands after cleaning their nose.

How good is our leadership? 4 - Good

We evaluated this key question 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 team were open and honest throughout the inspection and promoted a shared vision along with staff in delivering a quality service to all children and families. As a result, staff and management were knowledgeable about what was happening within the service and where improvements were required. Staff spoke confidently about the changes that had been made and changes planned.

Staff were motivated in their roles and were encouraged to share their skills and knowledge with others in the team to promote good practice. Management and staff worked well as a team by sharing ideas to deliver quality care, play and learning experiences for children. Management had regular team meetings to reflect on what was working well, what the service could improve on as well as discussing individual children and planning.

Staff had regular supervision sessions with the nursery manager to discuss strengths, areas of improvement and training. Staff told us they were listened to and supported well by the management team. The staff welcomed feedback and suggestions for improvement and were encouraged to be part of the service development and reflect on their practice together. This supported a positive team ethos and showed the service was committed to improving outcomes for children. Staff told us they feel management are visible, approachable and very supportive.

Management and staff communicate well with parents building relationships and keeping parents updated through Facebook, newsletters as well as regularly updating parents on their child's day through the services Famly app. Parents commented that management were visible and available. Parents told us;

'Great communication at pick up and through the Famly app'.

I receive very thorough, insightful reports and updates from manager at out of school care at regular intervals. This could be via the Famly App, personal plans or face to face discussions'

'The manager at the out of school care is always available to speak to, either face to face or on the phone'

'Every morning the staff meet us at the door, and all my requests are heard and acted upon.

"The manager is always available to speak in person or by email and is very approachable".

We acknowledged that the service had plans in place to support improvement. We found management had developed an improvement plan and monitoring calendar identifying the service priorities.

Quality assurance processes were beginning to be effective in evaluating the quality of the provision provided. The management team regularly undertook observations in the playrooms and monitored staff practice and children's engagement. To support staff further management should now formally record focused observations on staff, the environment and children's engagement, ensuring they give feedback and actions to staff. This will help to drive forward improvements and developments that support staff and children's experiences further.

How good is our staff team? 4 - Good

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

Quality Indicator 4.3 Staff deployment.

The nursery and out of school care was appropriately staffed to meet the needs of the children. Sufficient staffing levels ensured that ratios were met across the service. Management supported staff at busier times, routines were established which promoted children's safety. Staff communicated well throughout the session and used radios to communicate when requiring support, ensuring children's needs were being met at all times. Staff also had a shared responsibility at pick up times, ensuring they supervised the entrance while children were able to still access areas inside the nursery uninterrupted. The team provided continuity of care and developed positive relationships with children and families. Parents told us,

"I can't sing the praises of the staff highly enough. They are what make the nursery as good as it is. They are so committed and really understand the children. They are also very consistent across the board in their communication, updates and manner of dealing with things which is extremely important to us. They are so genuinely invested in our children that it feels like leaving them with family."

"Handover at the end of the day gives opportunity to chat about my child in an informal way."

"The nursery has organised lots of socialising events for parents, with and without the children, which has really helped develop a sense of community amongst the parents."

Staff skills, knowledge and interests complimented one another and resulted in good experiences for children. Staff worked well together and were supported by the wider management team. Effective communication between staff and their flexible approach meant children were supported in all areas. Staff told us they enjoyed working as part of the team at the nursery and out of school care as they were committed to delivering the best outcomes for children and families.

Staff had regular opportunities for training and were able to talk about the impact this had on their practice, for example, planning in the moment with Anna Ephgrave, child protection, pre-birth to 3 and first aid. During the inspection we could find evidence that training undertaken was beginning to impact on best outcomes for children. Parents commented that;

"Staff are great, friendly, and caring. All well trained and being encouraged to undertake more professional training."

"High level of care provided. Knowledgeable and genuinely caring staff."

"Staff ratios at after school care are good. Staff all seem well trained and follow procedures to the letter."

All staff had a clear understanding of their responsibility to keep children safe and protected. Child protection training has been completed, supporting staff to keep their knowledge up to date. Staff were clear on reporting and recording procedures.

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 keep children and staff safe, management should audit and monitor infection prevention and control practice and implement further staff training in line with current guidance. This should include focusing on supporting development of staff knowledge, understanding and practice in food hygiene and infection prevention and control, and consideration for the use of table coverings, napkins and appropriate cutlery.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11), and '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 18 February 2022.

Action taken since then

During inspection we observed good infection control practice. Management have developed a monitoring system for staff and cleaners. Staff observed during lunch supported our findings along with staff having training. Management should continue to consider using table cloths and napkins.

This area for improvement has been met.

Previous area for improvement 2

To keep children safe and support their wellbeing, management should consult with parents, monitor practice and ensure the service sleep policy is followed correctly.

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

This area for improvement was made on 18 February 2022.

Action taken since then

Following the previous inspection staff have undertaken sleep training and updated policy and procedures. Children are now monitored in a sleep room or in playroom and always have a staff member present, monitoring and recording of children sleeping is now in place.

This area for improvement has been met.

Previous area for improvement 3

To keep children safe and healthy, management should update the policy and guidance for the storage and recording of medication procedures and ensure medication is audited, in line with the current guidance.

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

This area for improvement was made on 18 February 2022.

Action taken since then

Management have now implemented procedures and processes in line with best practice guidance. Management should continue to monitor that medication is only received in original packaging.

This area for improvement has been met.

Previous area for improvement 4

The provider and manager must ensure children are able to play and rest in a safe environment that meets their needs and choices. The provider must ensure the premises are safe, clean, tidy, and well maintained.

This is to ensure that care and support is 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).

This area for improvement was made on 18 February 2022.

Action taken since then

The provider and manager have made a number of improvements following the last inspection. The environment has been painted, reorganised and now provides suitable areas for children to play and rest. We found the environment was safe, clean, tidy and well maintained through the processes implemented by the provider.

This area for improvement has been met.

Previous area for improvement 5

To support children's wellbeing, learning and development, the manager should ensure that staff are skilled and competent in their role and apply their training in practice. Consideration should be given to but not limited to:

- planning and observations
- safe sleeping
- infection prevention and control
- play experiences
- quality mealtimes
- food hygiene.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I have the confidence in people because they are trained, competent and skilled' (HCSC 3.14).

This is to ensure staff skills and knowledge is consistent with Scottish Government document, Realising the ambition: Being Me.

This area for improvement was made on 18 February 2022.

Action taken since then

Following the last inspection management has ensured that all staff, including new staff undertake appropriate training. Staff were observed to be putting learning into practice throughout the inspection and we sampled training evaluation forms confirming staff attendance and reflections.

This area for improvement has been met.

Previous area for improvement 6

To support the health welfare and safety needs of children. The provider and manager must comply with conditions of registration at all times.

This is to ensure that the Staffing is consistent with the Health and Social Care Standards (HSCS) which state: 'My needs are met by the right number of people' (HSCS 3.15), and 'I use a service and organisation that is well led and managed' (HSCS 4.23)

This area for improvement was made on 18 February 2022.

Action taken since then

Following the last inspection the provider applied for a variation to support the delivery of the service. We confirm that the provider is operating within conditions of registration.

This area for improvement has been met.

Previous area for improvement 7

To improve better outcomes for children. Management should develop and implement robust quality assurance systems. Ensure monitoring of staff practice is carried out frequently and purposeful feedback is provided to support staff and sustain improvements.

This is to ensure that management and leadership is consistent with the Health and Social Care Standards that state; '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 18 February 2022.

Action taken since then

We sampled evidence management had gathered in relation to monitoring staff practice. We are satisfied with processes in place, management should continue to develop monitoring through a more formal process using best practice documents to evaluate against and then feedback to staff on observations and areas of improvement identified.

This area for improvement has been met.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

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?	4 - Good
4.3 Staff deployment	4 - Good

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Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

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