

# Care service inspection report

Full inspection

## Happitots Day Nurseries Limited - The Honest Toun Nursery Day Care of Children

11-19 Stoneybank Terrace  
Musselburgh

Service provided by: Happitots Day Nurseries Limited

Service provider number: SP2003002955

Care service number: CS2005092223

Inspection Visit Type: Announced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and 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.

## Contact Us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

[www.careinspectorate.com](http://www.careinspectorate.com)

 [@careinspect](https://twitter.com/careinspect)

## Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

### We gave the service these grades

Quality of care and support	3	Adequate
Quality of environment	3	Adequate
Quality of staffing	2	Weak
Quality of management and leadership	2	Weak

### What the service does well

The management team and staff were beginning to form positive relationships and were keen to provide a good standard of early learning and childcare within the local community. They demonstrated a strong commitment to making the necessary improvements required to ensure they provided a positive experience for the children in their care. Overall, parents and children expressed satisfaction with the service.

### What the service could do better

The new manager needed some time to become familiar with company practices. Priority should then be given to addressing the recommendations and requirements for improvement highlighted in this inspection report.

### What the service has done since the last inspection

The service provider had worked hard to improve the nursery environment. Several areas had been re-floored and redecorated. Staff had rearranged the playrooms to make them more interesting and engaging for children.

## **Conclusion**

Overall, the nursery had made good progress since the last inspection. However, due to the changes in the management and staff team, progress had been slower than planned. The new manager now needs to consolidate the improvements made and work on raising overall standards within the nursery.

# 1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

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

The service is registered to provide a care service to a maximum of 27 children birth - under 2 years, 20 children two - under 3 years and 55 children aged 3 years to not yet attending primary school. The service operates Monday to Friday from 8am - 6pm throughout the year.

The service aims:

To provide individual children with a variety of experiences, according to their needs.

To ensure that children are progressing in their development.

To promote, assess, and evaluate children's development and learning through play.

To provide effective support for children and their families.

To provide a welcoming and inclusive environment.

## Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

## Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or

orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

Based on the findings of this inspection this service has been awarded the following grades:

**Quality of care and support - Grade 3 - Adequate**

**Quality of environment - Grade 3 - Adequate**

**Quality of staffing - Grade 2 - Weak**

**Quality of management and leadership - Grade 2 - Weak**

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website [www.careinspectorate.com](http://www.careinspectorate.com) or by calling us on 0345 600 9527 or visiting one of our offices.

## 2 How we inspected this service

### The level of inspection we carried out

In this service we carried out a high intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

### What we did during the inspection

We wrote this report following an unannounced inspection. The inspection was undertaken by one inspector on Monday 1 June, Tuesday 2 June and Wednesday 3 June 2015. Feedback was given at the end of the third day.

As part of the inspection, we took account of the completed annual return and self assessment forms that we asked the provider to complete and submit to us.

We sent 20 care standards questionnaires to the service to be distributed to parents and carers of children using the service. Two of these were completed and returned to us prior to the inspection. We also sent eight questionnaires for staff to complete and return to us prior to the inspection. However, none of these were completed and returned prior to the inspection.

During this inspection process, we gathered evidence from various sources, including the following:

We spoke with:

- children
- parents
- management team
- childcare staff
- area manager.

We looked at:

- arrangements for involving children and parents/carers in making improvements impacting on outcomes for children
- opportunities for children to make individual choices
- arrangements in place to ensure that every child can be supported to achieve their potential
- the suitability of the accommodation and resources
- children's personal plans
- procedures for staff recruitment and induction
- staff qualifications and access to training
- arrangements in place to include all staff in determining the direction and future objectives of the nursery.

The findings from the above were taken into consideration for the purpose of reporting.

## **Grading the service against quality themes and statements**

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

## **Inspection Focus Areas (IFAs)**

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.



## **Fire safety issues**

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at [www.firescotland.gov.uk](http://www.firescotland.gov.uk)

## The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

**Annual Return Received:** Yes - Electronic

## Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

We received a fully completed self assessment document from the service provider. Overall, we were satisfied with the way the service provider had completed this and with the relevant information that they had given us for each heading that we grade them under.

## Taking the views of people using the care service into account

During the inspection, approximately 50 children aged between birth and five years were attending the nursery. We found that children were happy and settled within the service. Some children were confident in their play and in their interactions with staff and each other. Many of the older children told us about what they enjoyed doing at nursery and asked questions about the inspection process.

## Taking carers' views into account

As mentioned earlier, we sent 20 questionnaires to the nursery for distribution to parents/carers. Two were completed and returned before the inspection. In the completed questionnaires, both parents/carers agreed that overall, they were happy with the quality of care their children received in this service. During the inspection we spoke with three parents who expressed their satisfaction with the care offered to their children and commented on the improvements that they had observed since the last inspection.

## 3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

### Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 3 - Adequate

#### Statement 1

“We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.”

#### Service Strengths

We found that overall the performance of the centre was adequate in the areas covered by this statement. We concluded this after we spoke to the management team, staff and parents, observed and chatted with children who use the service and reviewed a range of supporting paperwork.

In the completed Care Inspectorate questionnaires, two parents agreed that the service had involved them and their children in developing the service, for example asking for ideas and feedback. During the inspection we spoke with a further three parents who told us that the service included them by asking for some feedback on the service. Parents told us that they were happy with the service and commented on the improvements they had seen since the last inspection.

We noted that parents had commented that they appreciated being consulted in the changes made to the babyroom.

In the Care Inspectorate questionnaires (CSQs), one parent agreed that the staff asked for their children's views about the activities and outings and used them to plan future activities. Staff told us that all activities were planned to suit children's individual interests, age and stages of development and that they involved children in this process through observing and consulting children using mind maps. Staff told us that they were aware that children's views were central to a successful planning process and we noted that they were beginning to become more confident in using talking and thinking floor books to encourage children's thinking skills through talking together in a group.

Throughout the inspection children had opportunities to make choices. Children choose what area of the playroom they wanted to spend time in; what they wanted to play with; and some chose when they wanted to go outdoors to play. During the inspection we chatted with children who told us that they could decide what activities they took part in.

In the completed Care Inspectorate questionnaires both parents agreed that they were kept informed about what was happening in the service, for example, through newsletters and information boards. We found that the service used several methods of communication to keep parents informed about their children's development, planned events and to encourage their participation. These included the use of email messages, posts on social media and newsletters.

### Areas for improvement

During the inspection process one parent had commented that they would appreciate regular newsletters to include them in what was happening in the nursery. The manager agreed that she would continue with a regular programme for issuing newsletters.

Another parent told us that they would like a written daily record of their child's day. These were already in use in the baby room and the manager advised that she had a plan to commence these in the 2-3 playroom.

A parent told us that they had previously been consulted on developing the outdoor area but this had not yet happened.

We advised the parent that the management team had been obliged to work on different priorities following the outcome of the last inspection. The manager should ensure that this work forms part of the improvement plan for the nursery.

We felt that now that there was a permanent management team in post, more emphasis could be placed upon demonstrating the impact of consultation with children and their families, (see Recommendation 1).

### Grade

3 - Adequate

**Number of requirements - 0**

### Recommendations

**Number of recommendations - 1**

1. The manager should now ensure that a plan for involving children and their parents in improving the service is developed, with particular emphasis on the impact of consultation on the outcomes for children.

National Care Standards Early Education and Childcare up to the age of 16 -  
Standard 5:Quality of Experience and Standard 7:A Caring Environment

### Statement 3

“We ensure that service users' health and wellbeing needs are met.”

#### Service Strengths

We found that overall the performance of the centre was adequate in the areas covered by this statement. We concluded this after we spoke to the management team, staff and parents, observed and chatted with children who use the service and reviewed a range of supporting paperwork.

Getting It Right For Every Child, (GIRFEC) is Scotland's approach to supporting children and young people. It is intended as a framework that enables organisations who work on behalf of Scotland's children and their families to provide a consistent, supportive approach for all. The approach uses eight areas of wellbeing in which children and young people must progress in order to do well now and in the future - Safe, Healthy, Active, Nurtured, Achieving, Respected, Responsible, Included, (SHANARRI). These SHANARRI indicators are used to record observations, events, concerns (if there are any) and act as an aid in putting together each child's plan.

The completed CSQs told us that:

- both parents agreed that staff had worked with them to develop an individual education and support programme for their children and that staff regularly assessed their children's learning and development and used this to plan their next steps. Both parents agreed that staff shared information about their children's learning and development and, where appropriate, with their children.

Personal plans were in place for children which reflected the SHANARRI wellbeing indicators. These plans were subject to regular review. Overall, we felt that staff would benefit from receiving more support to identify more individual needs of children. Some staff told us they found the personal plans useful in assisting them to get to know children better.

We found that parents had provided good information on care routines and preferences for the younger children and staff respected the wishes of parents by following these.

During the inspection we observed children at lunch and snack times. Children enjoyed the lunch routine. Staff encouraged them to be sociable and to demonstrate good manners. However, we felt that staff could have been more proactive in ensuring that meals were served in pieces that were appropriately sized for children.

Children were able to access drinking water throughout the day in all playrooms.

Staff demonstrated respect for children's dignity by asking for permission before cleaning children's hands and faces and wiping runny noses. Children's nappies were changed regularly.

During the inspection we found that babies were happy, settled and given freedom to explore their environment. A range of interesting resources were available to support their play and learning. Staff were encouraging children's developmental milestones through providing resources to encourage children to pull themselves up, weight bear and walk. Babies enjoyed a fruit tasting/ sensory experience enabling them to touch fruit with interesting textures such as kiwi, pineapples and coconuts. Throughout the inspection staff were warm and nurturing. Babies received lots of cuddles. Staff demonstrated an awareness of individual children's stages of development and were planning for this. Staff could consider how they could capture this more in children's records. Some parents had chosen to have a daily diary and this was completed. The playroom floor book showed children enjoying a variety of sensory activities.

We found children in the Tweenie room to be happy, confident and settled. Staff were responsive to their care needs.

During the inspection children enjoyed singing and parachute games, exploring the home corner, story telling, play dough and water play indoors and out. During the afternoon session staff were supporting children to experiment by playing with large pieces of whole fruit in the home corner. Some children enjoyed the experience of tasting these fruits. The floor book reflected children's involvement in lots of sensory activities and sand and water play.

During our observations toddlers appeared to have been thrown off their usual routine. We felt that children may have been upset by two fire evacuations in the early morning. We observed children during free play indoors. Some children were enjoying exploring ice cubes, playing with the farm and animals, painting, cars, and home corner. Children enjoyed active play outdoors. Staff interactions were caring and gentle but seemed to be slightly inhibited by the inspection process. Afterwards we spoke with staff and we were confident that this was not the way the routine usually operated. We looked at the floor book about mini-beasts and noted that it highlighted children's enjoyment in a range of experiences on this topic.

During the inspection observations on children aged 3-5 years were carried out by Education Scotland as part of their continuing engagement with the service. However, we did spend a short time with the older children and found that they were happy and confident. They were able to enjoy time indoors and outdoors in their adjoining play area.

### **Areas for improvement**

During the inspection we found that some children's Learning Journals had not been completed regularly. Overall, we found that they did not accurately reflect children's individual learning needs and next steps for progression. Staff were recording observations which were mainly descriptive and did not capture children's individual developments and achievements, (see Recommendation 1).

Overall, staff were not yet planning effectively to meet children's learning and development needs. We recognised that staff needed some more time to become familiar with the management team and new planning processes being introduced, (see Recommendation 2).



## Grade

3 - Adequate

**Number of requirements - 0**

## Recommendations

**Number of recommendations - 2**

1. The service provider should provide staff with continued support in the effective use of learning journals to ensure that they are accurately capturing individual children's learning and development needs and achievements.

National Care Standards Early Education and Childcare up to the age of 16 -  
Standard 5:Quality of Experience & Standard 6:Support and Development

2. The service provider should provide staff with continued support in planning for children's needs. Staff should focus more on individual learning needs and less on the actual activity. Staff should be supported to be more clear about the actual learning intentions they are planning for.

National Care Standards Early Education and Childcare up to the age of 16 -  
Standard 5:Quality of Experience & Standard 6:Support and Development

## Quality Theme 2: Quality of Environment

Grade awarded for this theme: 3 - Adequate

### Statement 1

"We ensure that service users and carers participate in assessing and improving the quality of the environment within the service."

### Service Strengths

We found that overall the performance of the centre was adequate in the areas covered by this statement. We concluded this after we spoke to the management team, staff and parents, observed and chatted with children who use the service and reviewed a range of supporting paperwork.

For detailed strengths see Quality Theme 1, Statement 1.

### Areas for improvement

The service provider should continue to develop opportunities for children and their parents to be involved in assessing and improving the quality of the environment within the service.

### Grade

3 - Adequate

**Number of requirements - 0**

**Number of recommendations - 0**

## Statement 2

“We make sure that the environment is safe and service users are protected.”

### Service Strengths

We found that overall the performance of the centre was good in the areas covered by this statement. We concluded this after we spoke to the management team, staff and parents, observed and chatted with children who use the service and reviewed a range of supporting paperwork.

In the completed Care Inspectorate questionnaires both parents agreed that the service was a safe, secure, hygienic, smoke free, pleasant and stimulating environment and that there was enough space for their children to play and get involved in a range of activities.

Happitots Day Nurseries Limited - The Honest Toun Nursery was based with shop-front premises in Musselburgh. The accommodation comprised of four individual playrooms for children in each age range. There were appropriate toilet, kitchen and changing facilities, an office and staffroom. There was direct access from the playrooms to self-contained outdoor play areas.

There was a door entry system at the main entrances to the accommodation to ensure that children were safe and secure at all times. All visitors were asked to show identification and sign the visitors' book.

Since the last inspection the premises had been redecorated and new flooring had been fitted. Indoors there was sufficient space for children to get involved in their play. The premises were clean and in a good state of repair.

Overall, we found that children were safe, confident and free to explore the environment indoors and outdoors. A calendar had been developed to ensure that risk assessments were reviewed annually. Each playroom had a risk assessment folder which contained risk assessments pertinent to the space and children using the room.

The previous manager had carried out health and safety and infection control audits of the premises in January 2015. Further audits were carried out in April and May 2015 by the project co-ordinator. It may be beneficial to involve the staff team in this process in the future to raise their awareness of the overall standards required in the nursery.

An appropriate system was in place for recording accidents and incidents. We confirmed that staff discussed completed forms with parents and asked them to sign them. The forms we checked were appropriately signed. The accident forms were audited monthly by the manager.

All staff had received training in first aid to ensure that they were confident to deal with any minor accidents occurring within the nursery.

Appropriate infection control procedures were in place and staff demonstrated good practice during the inspection, through ensuring good hand washing practices.

A number of cleaning routines had been put in place to ensure appropriate standards of hygiene within the nursery. Staff told us about and showed us the checklists they used to ensure playrooms were safe and clean.

During the inspection we noted that some of the children's furniture in the tweenie room was too big. When we highlighted this to staff they immediately replaced the furniture. However, it was noted that additional furniture of an appropriate size was needed for the tweenies messy playroom.

Overall, we found the premises to be clean and bright. There was a good range of appropriate resources and furnishings. As previously mentioned the accommodation had only recently been redecorated and staff needed some more time to make the environment slightly more homely, perhaps through the sensitive use of colour.

### **Areas for improvement**

During the inspection we noted that the baby room would benefit from the use of softer lighting. Staff agreed with this.

During the inspection the toaster caused the fire alarm system to be set off twice. The toaster was situated in the toddler playroom below a smoke detector. We were told that this was not an isolated occurrence. The noise of the alarm and the subsequent evacuations were unsettling for children. Therefore, we requested that the toaster was removed from the playroom. It was returned to the the kitchen and we were assured that it would remain there.

We observed one child with very red hands after she had washed them and were concerned that the temperature of the water in the hand washing sink in the toddler room could potentially be higher that it should be. We asked the service provider to test the temperature of the water. The service provider confirmed that this had been checked and that the temperature was within prescribed limits.

### **Grade**

4 - Good

**Number of requirements - 0**

**Number of recommendations - 0**

## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 2 - Weak

### Statement 1

"We ensure that service users and carers participate in assessing and improving the quality of staffing in the service."

#### Service Strengths

We found that overall the performance of the centre was adequate in the areas covered by this statement. We concluded this after we spoke to the management team, staff and parents, observed and chatted with children who use the service and reviewed a range of supporting paperwork.

For detailed strengths see Quality Theme 1, Statement 1.

#### Areas for improvement

The service provider should continue to develop opportunities for children and their parents to be involved in assessing and improving the quality of staffing in the service.

#### Grade

3 - Adequate

**Number of requirements - 0**

**Number of recommendations - 0**

### Statement 3

“We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.”

#### Service Strengths

We found that overall the performance of the centre was weak in the areas covered by this statement. We concluded this after we spoke to the management team, staff and parents, observed and chatted with children who use the service and reviewed a range of supporting paperwork.

In the completed Care Inspectorate questionnaires, the two parents agreed that they were confident that staff had the skills and experience to care for their children and support their learning and development. We found that most (\*see below) childcare staff held or were working toward an appropriate qualification and had been registered with the Scottish Social Services Council (SSSC) to work within the nursery.

A staff development policy was in place to confirm the service provider's commitment to ensuring that staff received appropriate support and training to carry out their roles effectively. However, the manager had not been in post for long enough to have begun implementing this policy.

We recognised that staff had dealt with a large amount of change in relation to the environment, management team and working practices. In addition to this a relatively short time had elapsed since the last inspection. Despite this we found that staff participated positively in the inspection process. Staff were positive about the changes that had been implemented and demonstrated a commitment to continuing with these improvements.

Staff told us that they felt well supported and were positive about the changes to the management team. They told us that they felt they had been well supported by external management during the more difficult times.

In the completed Care Inspectorate questionnaires one parent strongly agreed and one agreed that staff treated their children fairly and with respect.

During the inspection we noted that staff had developed good relationships with children. Overall, we observed calm, caring and nurturing interactions. Staff treated children respectfully throughout the inspection. Staff were aware of the importance of role modelling for both children and students.

### Areas for improvement

\*Since September 2011 all childcare practitioners have been required to register with the Scottish Social Services Council (SSSC) to enable them to work in nurseries. We found that two members of staff were not registered with SSSC at the time of the inspection. The service provider was not aware that these staff were not registered. It is an offence for providers of care services to employ workers who are not registered and this could result in referral to the Procurator Fiscal should this situation not be resolved, (see Requirement 1).

The management team should now be in a position to begin implementation of the staff development policy and procedures. This would ensure that staff received the appropriate support and training needed to carry out their roles effectively, (see Recommendation 1).

At the last inspection we suggested that staff acting as mentors to modern apprentices carrying out their childcare training and qualification should receive support and training to enable them to do this effectively. We noted that this had not yet been done, (see Recommendation 2).

### Grade

2 - Weak

### Requirements

#### Number of requirements - 1

1. The care service provider must take steps to ensure that only staff who are registered with the Scottish Social Services Council (SSSC) or another recognised regulatory body, or who are newly recruited and are capable of achieving such registration within 6 months of commencing in post, may carry out work in the care service in a post for which such registration is required.



This to comply with, (The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210 regulation 9(2)(c) which refers to the provisions of regulations 6(2)(a) and 7(2)(d) whereby any person, who in order to perform the duties for which the person is employed in the care service, is required by any enactment to be registered with any person or body and is not so registered; also regulation 15- Staffing, and regulation 19 Offences, in particular regulation 19(1) which makes it an offence to contravene or fail to comply with regulation 9(1)[ together with and the Regulation of Care (Fitness of Employees in relation to Care Services) SSI 2009/118 (Scotland) (No 2) Regulations 2009 as amended by SSI 2009/439 and 2010/443.)

Timescale : No later than 15 June 2015

## Recommendations

### Number of recommendations - 2

1. The service provider should ensure that the staff development procedures are appropriately implemented to provide staff the opportunity to discuss and identify learning and development needs to assist them to fulfil their roles and responsibilities.

National Care Standards Early Education and Childcare up to the age of 16 - Standard 12: Confidence in staff and Standard 14: Well-managed service

2. The service provider should ensure that staff acting as mentors to modern apprentices received appropriate training and support to ensure that they are confident and competent to provide quality support and guidance.

National Care Standards Early Education and Childcare up to the age of 16 - Standard 12: Confidence in Staff and Standard 14: Well-managed service

## Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 2 - Weak

### Statement 1

“We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.”

### Service Strengths

We found that overall the performance of the centre was adequate in the areas covered by this statement. We concluded this after we spoke to the management team, staff and parents, observed and chatted with children who use the service and reviewed a range of supporting paperwork.

For detailed strengths see Quality Theme 1, Statement 1.

### Areas for improvement

The service provider should continue to develop opportunities for children and their parents to be involved in assessing and improving the quality of the management and leadership of the service.

### Grade

3 - Adequate

**Number of requirements - 0**

**Number of recommendations - 0**

## Statement 4

“We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide.”

### Service Strengths

We found that overall the performance of the centre was weak in the areas covered by this statement. We concluded this after we spoke to the management team, staff and parents, observed and chatted with children who use the service and reviewed a range of supporting paperwork.

Since the last inspection the nursery management team had changed, with a new manager being appointed in April 2015. As a result of this, the new manager had had insufficient time to implement many of the proposed changes to the systems and practices within the nursery. However, we were able to see that the nursery had been visited regularly by the external management team to take forward the issues at the last inspection. These visits had comprised of observations of the environment and practice within the nursery and we were able to see that some of the suggestions made had been taken forward prior to the appointment of the new manager.

Additionally, an improvement plan had been developed by the departing management team and this plan had been used as a basis for making a start on taking forward many of the issues raised at the last inspection. Some staff had been involved in working with this improvement plan at the beginning of this year, however, this had tailed off. Staff told us that they felt that they could be included more in the self-evaluation/improvement process. The involvement of staff in this process would lead to staff feeling more included and respected.

As mentioned earlier the new manager had only been in post for several weeks at the time of inspection. The manager now needed time to settle in and set priorities for improvement in conjunction with the staff team, service users/ carers.

## Areas for improvement

The existing system in place for ensuring that staff were appropriately registered with the SSSC had not been effective. The service provider should review this system and revise it to ensure that it is more robust, (see Quality Theme 3, Statement 3).

During the inspection we were concerned that changes to the facilities for children aged 3-5 years had reduced the amount of space available for this age group. There was sufficient space for the current number of children registered to attend. However, there was a potential that should these numbers increase significantly in the future, there may be an impact on space available. The service provider should submit measurements for the 3-5 room following the inspection.

One parent we spoke with expressed concern about frequent changes to their child's keyworker. While it was noted that some changes in keyworker were unavoidable due to changes in the staffing team, we found that existing staff shift patterns were impacting negatively on the current keyworking arrangements. Best practice guidance clearly indicates that strong and secure attachments with carers are vital to young children's development. Therefore, it is important that the management team look at staff deployment to ensure more consistency in the keyworking arrangements.

We felt that since there the last inspection it had been difficult to develop a clear strategic vision. Given that the staffing situation had settled, the permanent management team needed to continue to drive a strong and dynamic direction of change and improvement. Staff told us that they were prepared to work hard to achieve improved outcomes for children but in order to do this, they need clear direction and support to build their capacity as leaders of learning.

The management team should continue with plans to implement rigorous and robust monitoring and self-evaluation systems within the service to lead to improved outcomes for children, parents and staff.

**Grade**

2 - Weak

**Number of requirements - 0**

**Number of recommendations - 0**

## 4 What the service has done to meet any requirements we made at our last inspection

### Previous requirements

1. The provider must ensure that the service premises and resources are maintained and kept clean to ensure the safety and welfare of children. This includes;

- cleaning materials stored appropriately to reduce cross contamination
- clean laundry being stored appropriately to reduce cross contamination
- resources used by children, for example large pieces of equipment such as water troughs and children's chairs
- indoor and outdoor ground surfaces.

This is to comply with The Social Care and Social Working Improvement Scotland (Requirements for Care Service) Regulations 2011, Scottish Statutory Instrument 2011/210 Regulation 4(1)(a)(d)

Time scale: 31 December 2014

This requirement was made on 30 October 2014

Appropriate arrangements had been put in place for the maintenance and cleaning of the accommodation and resources. We had no significant concerns in this area at this inspection.

**Met - Within Timescales**

2. The provider must ensure that all employees are qualified, skilled and experienced to perform the work they are employed to do. This includes providing proper provision for the health, welfare and safety of service users, for example those responsible for administering first aid and implementing policies and procedure in emergency situations.

This is to comply with The Social Care and Social Working Improvement Scotland (Requirements for Care Service) Regulations 2011 Scottish Statutory Instrument 2011/210 Regulation 4(1)(a) and 9(b)

**Time scale: 31 December 2014**

**This requirement was made on 30 October 2014**

Arrangements for staff training had been put in place. A new manager had been appointed since the last inspection and we noted that there was a focus on staff development.

**Met - Within Timescales**

**3. The provider must ensure that all those working within the service implement the service accident policies and procedures and implement safety measure outlined in the service risk assessments. This is to ensure they make proper provision for the health, welfare and safety of service users.**

This is to comply with The Social Care and Social Working Improvement Scotland (Requirements for Care Service) Regulations 2011 Scottish Statutory Instrument 2011/210 Regulation 4(1)(a)

**Time scale: 31 December 2014**

**This requirement was made on 30 October 2014**

During the inspection we discussed the accident and incident reporting procedures with staff. We found that staff were confident in discussing these procedures and in their application.

**Met - Within Timescales**

4. The provider must ensure children receive proper provision to meet their health, welfare and safety needs. This includes staff deployment within the service and how staff manage tasks ensuring children's safety and security needs are met.

This is to comply with The Social Care and Social Working Improvement Scotland (Requirements for Care Service) Regulations 2011 Scottish Statutory Instrument 2011/210 Regulation 4(1)(a)

Timescale: 21 November 2014

This requirement was made on 30 October 2014

At this inspection we were satisfied that the issues around staff deployment were now resolved.

**Met - Within Timescales**

## 5 What the service has done to meet any recommendations we made at our last inspection

### Previous recommendations

1. The service should ensure children's personal care needs are met.

National Care Standards for early education and childcare up to the age of 16, Standard 3: Health and wellbeing

This recommendation was made on 30 October 2014

Each child in the nursery had a personal plan. We did not have any concerns about children's personal care needs being met during the inspection.

This recommendation has been met.

2. Staff should ensure that they follow manufactures and best practice guidelines when storing and disposing of formula or cow's milk.



**National Care Standards for early education and childcare up to the age of 16,  
Standard 2: A safe environment**

**This recommendation was made on 30 October 2014**

We found that appropriate arrangements were in place for the storage and disposal of milk. Staff were able to access appropriate guidance to underpin their knowledge in this area.

This recommendation has been met.

**3. Staff should receive training and support to undertake the role of mentor for Modern Apprentices. This is to ensure they are confident and competent to provide quality support and guidance.**

**National Care Standards for early education and childcare up to the age of 16,  
Standard 12: Confidence in staff and Standard 14: Well-managed service**

**This recommendation was made on 30 October 2014**

This recommendation remained outstanding. See recommendation 2 within Quality Theme 3, Statement 3.

**4. Staff supervision should provide staff the opportunity to discuss and identify learning and development needs to fulfil their roles and responsibilities.**

**National Care Standards for early education and childcare up to the age of 16,  
Standard 12: Confidence in staff and Standard 14: Well-managed service**

**This recommendation was made on 30 October 2014**

This recommendation remained outstanding. See recommendation 1 within Quality Theme 3, Statement 3.

## 6 Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

## 7 Enforcements

We have taken no enforcement action against this care service since the last inspection.

## 8 Additional Information

There is no additional information.

## 9 Inspection and grading history

Date	Type	Gradings	
13 Aug 2014	Re-grade	Care and support	2 - Weak
		Environment	Not Assessed
		Staffing	Not Assessed
		Management and Leadership	2 - Weak
20 Nov 2014	Announced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and Leadership	2 - Weak
11 Apr 2013	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good
15 May 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and Leadership	4 - Good
20 Jul 2011	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	4 - Good
		Management and Leadership	4 - Good
16 Dec 2010	Unannounced	Care and support	4 - Good
		Environment	Not Assessed
		Staffing	Not Assessed
		Management and Leadership	Not Assessed
9 Dec 2009	Unannounced	Care and support	2 - Weak
		Environment	3 - Adequate
		Staffing	Not Assessed

		Management and Leadership	Not Assessed
28 Sep 2009	Unannounced	Care and support Environment Staffing Management and Leadership	1 - Unsatisfactory 1 - Unsatisfactory Not Assessed Not Assessed
13 Jan 2009	Unannounced	Care and support Environment Staffing Management and Leadership	3 - Adequate 4 - Good 3 - Adequate 3 - Adequate

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### Contact Us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

[www.careinspectorate.com](http://www.careinspectorate.com)

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