

Care service inspection report

ABC Tots Ltd

Day Care of Children

64 West Main Street

Armadale

Bathgate

EH48 3QA

Telephone: 01501 732444

Inspected by: Tracey Goddard

Joanna Westwater

Type of inspection: Unannounced

Inspection completed on: 31 May 2012



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Service provided by:

ABC Tots Ltd

Service provider number:

SP2004923462

Care service number:

CS2003039395

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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	1	Unsatisfactory
Quality of Staffing	3	Adequate
Quality of Management and Leadership	1	Unsatisfactory

What the service does well

Staff at ABC Tots had continued to develop good relationships with parents who used this service. Children appeared happy in staff's company.

What the service could do better

The Provider must make significant improvements within this service. The service must sustain these improvements. The overall quality of this service is poor and this is impacting on the outcomes that children experience.

We have made seven requirements within this report and we expect the provider to address them all fully within the allocated timescales.

We will continue to monitor the service and carry out unannounced inspections.

What the service has done since the last inspection

There has been little progress made since the last inspection. The service find it difficult to consistently sustain the improvements they do make.

Conclusion

Although improvements are required within the service, we spoke to parents and they were happy with the care being provided. Parents were complimentary about staff.

Who did this inspection

Tracey Goddard

Joanna Westwater

1 About the service we inspected

Before 1 April 2011 this service was registered with the Care Commission. On this date the new scrutiny body, Social Care and Social Work Improvement Scotland (the Care Inspectorate), took over the work of the Care Commission, including the registration of care services. This means that from 1 April 2011 this service continued its registration under the new body, the Care Inspectorate.

The Care Inspectorate regulates care services in Scotland. It awards grades for services based on the findings of inspections. These grades, including that services were previously awarded by the Care Commission, are available on www.scswis.com.

ABC Tots Ltd is a private nursery registered to accommodate 41 children aged between 0 and five years of whom a maximum of 12 may be under the age of two years. Hours of operation are 7:15am - 6:15pm Monday to Friday.

The nursery is situated on West Main Street Armadale, West Lothian. The building, set back from a busy street comprises of a large room which is divided into smaller play areas, quiet room, baby area, kitchen, toilets and staff areas.

Aims and objectives for the service had been developed and include:

'We aim to provide a safe and caring environment, where your child can feel stimulated, happy and secure.'

'To help them socially, intellectually and physically. '

'To assist them to be creative in play, to encourage them in positive self-esteem and develop their confidence.' 'To promote your child's attitude to respect and explore the environment around them, so as to broaden their interests and imagination.'

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 1 - Unsatisfactory

Quality of Staffing - Grade 3 - Adequate

Quality of Management and Leadership - Grade 1 - Unsatisfactory

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 or by calling us on 0845 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 compiled this report following an unannounced inspection that took place on the 15 May 2012, between 7:45 am and 5:30pm. The inspection was carried out by Care Inspectorate Inspectors, Tracey Goddard and Joanna Westwater.

As requested by us the service sent us an annual return. They also sent us a self assessment form.

At this inspection visit we gathered evidence from various sources, including the following:

- observing how staff work
- evidence from the service's most recent self assessment
- health and safety records
- policies and procedures including the infection control policy and child protection policy
- children's register
- examining toys and activities and the environment.

We also spoke to staff and parents and children who used this service.

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.firelawscotland.org

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

The requirement

The service provider must ensure that the condition of the wooden deck area is maintained to ensure that it can be used for children's physical activity. This is in order to comply with SSI 2011/210 Regulation 10. (2)(b) - A requirement regarding fitness of premises. In making this requirement we took account of the National Care Standards for Early Education and Childcare up to the age of 16. Standard 2.1 - A safe environment. Timescale: The decking area must be fit for use by children before 2011 December 2011.

What the service did to meet the requirement

Provider has not addressed this requirement. Children are still at risk of slipping in the decked garden area.

The requirement is: Not Met

The requirement

The provider must develop and implement effective processes to ensure that regular and in depth audit of the service takes place. Policies and procedures must be updated in accordance with relevant legislation. Areas including planning for play, recording processes, cleaning and outcomes for children must be audited. This is in order to meet SSI 2011/210 Regulation 3 - a regulation with regard to providing a service which promotes quality. In making this requirement we took account of the National Care Standards for Early Education and Childcare up to the age of 16. Standard 13 - Improving the service and Standard 14.4 and 14.7 - Well-managed service. Timescale: Written details of planned auditing must be provided to the Care Inspectorate by January 2012.

What the service did to meet the requirement

There was limited evidence to support that the Provider was ensuring that audits were being carried out.

The requirement is: Not Met

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

We made 10 recommendations at the previous inspection visit. Only four were addressed by the service the rest remain outstanding and have been carried forward in this report,

The process used for planning play activities should be further developed to include columns to show where play ideas have come from and what the evaluation of the play activity was. For all age groups planning should accurately reflect what play activities actually took place. National Care Standards for Early Education and Childcare up to the age of 16. Standard Quality of Experience.

While staff had reviewed their planning processes and identified where play ideas had come from this needs to be further developed.

See Recommendation 1 in Quality Theme 1, Statement 2.

The manager and staff should continue to develop the play opportunities provided for children in the 2 - 3 year age group to ensure that they are suitable for the age group and provide children with interesting and attractively presented activities. National Care Standards for Early Education and Childcare up to the age of 16. Standard 5 - Quality of Experience.

Play opportunities for children were limited and not always suitable for their age and stage of development.

See Recommendation 2 in Quality Theme 1, Statement 2.

The nursery should develop a method by which parents can clearly see what play opportunities and activities their child has had access to during that day. National Care Standards for Early Education and Childcare up to the age of 16. Standard 5 - Quality of experience.

This recommendation is ongoing and will be re-assessed at the next inspection visit.

The manager and staff should develop information to be added to the nursery information leaflet on the planning process to enable parents to see clearly from the outset how play is planned and what activities their child might take part in. National Care Standards for Early Education and Childcare up to the age of 16. Standard 7.6 - A caring environment.

Discussion with the Manager highlighted that this has still to be developed.

See Recommendation 4 in Quality Theme 1, Statement 2.

The manager should keep a detailed maintenance log to include what maintenance is required, when repair was requested and when this was carried out. National Care Standards for Early Education and Childcare up to the age of 16. Standard 2.1 - A safe environment.

Although the Manager kept a maintenance log we identified that on occasion the Provider did not always sign to say that the work had been carried out. This recommendation is partially met and remains a recommendation within this report. See Recommendation 2 in Quality Theme 2, Statement 2.

The manager and staff should ensure that resources and equipment are stored tidily and accessibly to ensure that the nursery provides a clean and tidy environment for children to use. National Care Standards for Early Education and Childcare up to the age of 16. Standard 2.1 - A safe environment.

Although children could access resources the nursery was dirty we have made a requirement in relation to this. See Requirement 2 in Quality Theme 2, Statement 2.

The manager, cook and staff should develop menus for children which take account of good practice guidelines. Menus should contain detail about what exactly is provided for children to eat. National Care Standards for Early Education and Childcare up to the age of 16. Standard 3.4 - Health and wellbeing met
Looking at a sample of menus we found that food was healthy and nutritious, however portion sizes were too big. See Recommendation 4 in Quality Theme 1, Statement 3.

The manager should accurately record the amount of time the service provider is used to replace employed staff in the service. This is in order to ensure that the service provider becomes registered with the Scottish Social Services Council if necessary. National Care Standards for Early Education and Childcare up to the age of 16. Standard 12 - Confidence in staff.

We saw that the Manager had developed and implemented a process for recording the Provider's time spent in the service.

The training plan and audit for staff should be completed for this coming year to ensure that the manager can track where there are gaps in staff expertise these can be filled. National Care Standards for Early Education and Childcare up to the age of 16. Standard 12.2 - Confidence in staff.

Basic training plans identified the training that staff needed to undertake.

The service provider should meet regularly with the manager to discuss quality assurance and issues affecting the provision of a quality service in the nursery. Minutes of these meetings should be maintained. National Care Standards for Early Education and Childcare up to the age of 16. Standard 14 - Well- Managed service.

The Manager stated that the meetings between herself and the Provider were infrequent.

See Recommendation 1 in Quality Theme 4, Statement 4.

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.

The self- assessment was completed to a poor standard. We spoke to the service and advised them that the information within the self -assessment was limited. We told them that for future inspections this must be further developed.

Taking the views of people using the care service into account

On the day of the inspection there were 21 children in attendance. They were mixing well and confident to approach staff for comfort and reassurance.

Taking carers' views into account

We sent out 15 questionnaires and three were completed and returned to us before our inspection. We asked about the overall quality of care their child received in this service. All parents indicated that they were happy.

The comments we received included:

"The service provided by ABC Tots extends beyond just looking after children. Both staff and Manager always find the time to listen to them and provide a shoulder to lean on where necessary. My child is always eager to go to nursery. She loves the staff, has a great time with the other children and is learning lots of useful things".

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 this service was performing adequately in the areas covered by this statement. We concluded this after we:

* Spoke to the Manager and the majority of the staff present.

* We also spoke to parents and children who used this service, and viewed relevant documentation.

We confirmed that the service had continued to maintain the good practice of ensuring that parents and children had opportunities to assess and improve the quality of care and support provided by staff.

Parents were positive in their comments about the way staff encouraged them to provide feedback about the care and support their child was receiving. Comments included:

"Staff frequently ask us if we are happy with the care they are giving our son"

"They ask if there are specific areas which we feel they could support our child"

"We as first time parents have really relied on staff to keep us right. They are brand new!"

Informal chats at drop off and pick up time ensured that staff could provide the right type of care and support which reflected the needs of individual children.

There was a key worker system in operation. This provided continuity of care for individual children. It also allowed parents to have a named person within the nursery who they could chat to about their child's progress. Comments from parents included:

"We had bonding sessions with our key worker, it was a good way to discuss our child's progress".

Parents' evenings provided formal opportunities for parents and staff to discuss the progress of individual children. Parents described how they used this time to identify how staff could work with them to support their child. This provided continuity for the children.

Of the three Care Standard Questionnaires returned to us before our inspection all parents 'agreed' that staff shared information about their child's learning and development and where appropriate their child.

Areas for improvement

The service should continue to maintain the good practice of ensuring parents and children have opportunities to assess and improve the quality of care and support provided by the service.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Statement 2

We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential.

Service strengths

We found this service was performing adequately in the areas covered by this statement. We concluded this after we:

- * Spoke to the Manager and the majority of the staff present.
- * We also spoke to parents and children who used this service, and viewed relevant documentation.

We confirmed that children had adequate opportunities to make individual choices, and received adequate support to achieve their potential.

We found that there were times when staff's appropriate interventions extend children's learning. This provided children with suitable challenges and enhanced the learning experience for them. For example, we saw that staff in the under two's area provided a range of activities, which encouraged babies curiosity, Staffs' practice in this area clearly reflected that they were responsive to the needs of the children in their care and provided play opportunities to meet this age group's individual needs. For instance, some of the older babies were beginning to walk, staff encouraged this and provided walk-a-long toys for the babies to practice this new skill.

Some of the activities and resources available to children promoted group and independent play opportunities, including jigsaw puzzles and building blocks. This allowed them to develop their social skills, such as sharing and turn taking.

Staff demonstrated a good knowledge and understanding of the children in their care. Some of the interaction between staff and children was positive and warm. Their good use of praise and encouragement helped develop children's self-esteem and confidence.

Regular parents' evenings provided opportunities for parents and staff to discuss the progress of individual children, and identify areas where staff could work with parents to support their child. This benefited children as it provided them with consistency in their learning as parents and staff worked together, helping them to achieve their targets. Comments from parents included:

"Parents' evenings are twice a year, we discuss our child's progress and at the end of the session staff ask us if there is anything that we think they could help us with".
"Since starting we've been to the parents' evenings, where we chat about our son. Staff are good at giving us opportunities to identify his next steps for learning."

Of the three Care Standard Questionnaires returned to us before our inspection one parent 'strongly agreed' and two parents stated they 'didn't know', that staff regularly assessed their child's learning and development and used this to plan for their next steps.

Areas for improvement

While some staff had attended 'Pre-Birth to Three' and 'Curriculum for Excellence' training, we identified that they still had a limited knowledge and understanding of these documents. This reflected in their ability to plan, assess and evaluate the provision for the children. This lack of knowledge and understanding lessened staff ability to provide experiences for children that took account of their individual interests and developmental needs.

See Requirement 1 in Quality Theme 3, Statement 3

The service needs to improve the overall planning systems. To ensure that staff are regularly observing children and using this information to plan for their learning needs. We looked at children's folders and saw that the last observation was carried out in March 2012. The service stated in their self-assessment that the manager was auditing the planning on a monthly basis. We identified that this had only been done once. This meant that staff would have difficulty tracking children's development.

We tried to track the experience for individual children, and found that although some staff were assessing children's learning needs and interests, there was insufficient evidence of this informing the planning process. Room planners in the over two age groups highlighted that there was no responsive planning. The next steps identified by staff seemed to focus on staff needs. Examples included, staff planning to draw around children to create a display. This did not provide child centred experiences.

The majority of observations did not identify the next steps in children's learning. Examples included:

"X can count to five"?

"X was outside; she slid down using alternate steps"? We discussed this during feedback and advised the manager that staff need to make sure they are consistently identifying how they will extend children's learning based on the observation they are making. Planning should clearly reflect the progress children are making.

See Recommendation 1.

We found that the majority of activities provided for the children were not sufficient to stimulate them or sustain their interests. We noted that within the pre-school room there was a lack of resources. For example, over the morning period, we saw that the two tables in this room did not have any resources on them. In the afternoon staff put a computer game on for the children, however this was too hard for them to complete without staff support. This resulted in some of the children becoming restless and wandering off.

See Recommendation 2.

Staff did not always manage children's behaviour appropriately. For instance, one child continually poked and prodded another child who was busy completing a jigsaw. The staff member sitting next to the child did not address this. The child who had been engaged in the jigsaw activity became frustrated and walked away. Children were running around disrupting other children who were engaged in activities, staff did not address this.

See Recommendation 3.

The nursery had made good progress to give parents information on the planning process through the information given to parents when their child moved up to the next age group. This gave some basic information on how play was planned. We found that this could be made clearer to parents by adding this information to the nursery information leaflet. This is the second time we have made this recommendation.

See Recommendation 4.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 4

Recommendations

1. We recommend that the service ensure that assessment, planning and evaluation for children's learning is consistent throughout the nursery. Regular observations and assessments should inform the planning process. The service must show that they are evaluating the effectiveness of activities that they plan for the children. National Care Standards 4 Early Education and Childcare up to the age of 16 - Engaging with Children.
2. We recommend that the Provider review the resources to reflect the developmental needs and interests of the children using the service. They should provide a wide range of exciting and challenging experiences for the children in attendance. National Care Standards 5 Early Education and Childcare up to the age of 16 - Quality of Experience.
3. We recommend that staff interact and address children's behaviour using appropriate behaviour management techniques. National Care Standards 7 Early Education and Childcare up to the age of 16 - A Caring Environment.
4. We recommend that the Manager and staff develop information to be added to the nursery information leaflet on the planning process to enable parents to see clearly from the outset how play is planned and what activities their child might take part in. National Care Standards 7 Early Education and Childcare up to the age of 16 - A Caring Environment.

Statement 3

We ensure that service user's health and wellbeing needs are met.

Service strengths

We found this service was performing adequately in the areas covered by this statement. We concluded this after we:

- * Spoke to the Manager and the majority of the staff present. .
- * We also spoke to parents and children who used this service, and viewed relevant documentation

We confirmed that staff were adequately meeting children's health and wellbeing needs.

Observing the interaction between staff and children, we found that staff were attentive and nurtured the children in a manner which reflected their individual needs. They sometimes responded appropriately to the children and sensitively intervened in play situations to encourage children to be nice to each other. This helped children to form friendships with each other.

Older children had opportunities to support some of the younger children in their care. This encouraged their independence as they showed the less able children how to play the games and use the computer mouse.

Staff gave a clear account of the procedures they would follow if they had concerns about a child in their care. This meant that they could deal with these concerns quickly and minimise the risk to individual children.

The service promoted older children's physical health by providing regular attendance to swimming lesson. On the day of the inspection we spoke to some of the children who were going swimming. They told us that they liked this as it made them healthy.

Looking at past menus, we saw that they reflected healthy options. On the day of the inspection, there was a variety of healthy food being served to the children; this included warm, homemade food.

Of the three Care Standard Questionnaires returned to us before our inspection all parents 'agreed' the service provides a healthy and well-balanced diet which meets my child's dietary and cultural needs.

Areas for improvement

Some of the methods in place for controlling the spread of infection and ensuring the well-being of the children were weak and demonstrated poor practice. For example:

- * Staff touched their face and hair when they were serving food to the children. This behaviour compromised children's health and safety as staff may have contaminated the food the children were served.

- * Nappies were not appropriately stored, this put children at risk of cross infections. See Requirement 1

Throughout the inspection, we noted that children did not have access to water. We discussed this during feedback and informed the manager that staff should ensure children have access to fresh drinking water throughout the day.

See Recommendation 1

We observed snack and lunchtime and saw that staff did not sit with children. We told the manager that this is not good practice. Staff should view snack and lunchtime as activities, which enable them to extend children's knowledge about healthy eating and providing them with opportunities to promote children's social skills.

See Recommendation 2

At breakfast time one child asked staff for a piece of toast. The member of staff told the child that there was no toast left as all the rest of the children must have been hungry. Staff did not offer the child anything else. We discussed this with the manager and told her that this was poor practice.

See Recommendation 3.

While the homemade lunch was healthy, the portion sizes were too big for the children. The provider should ensure that staff follow best practice guidance to assist them with portion control.

See Recommendation 4.

Some of the babies were sleeping in buggies, we advised the manager that there is evidence to support that this is not good for babies. She informed us that she would obtain this information and share it with parents. We will follow this up at the next inspection.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 1

Number of recommendations: 4

Requirements

1. In order to comply with SSI 2011/ 210 Regulation 4 (1)(a)(d) Welfare of Users. The Provider must make proper provision for the health, welfare and safety of service users.

In order to achieve this, the Provider:

Must ensure that staff are appropriately trained in infection control and food hygiene practice. Staff are required to follow best practice guidance at all times.

Timescales: Upon receipt of this report.

This requirement takes account of National Care Standard 2 Early Education and Childcare up to the age of 16 - A Safe Environment.

Recommendations

1. We recommend that the service promotes children's health and well-being by ensuring that they have access to drinking water at all times. National Care Standard 3 Early Education and Childcare up to the age of 16- Health and Well-being
2. We recommend that staff sit with children at mealtimes using them as opportunities for promoting children's social skills and help them to develop an awareness about healthy lifestyles. National Care Standards 3 Early Education and Childcare up to the age of 16- Health and Well-being
3. We recommend that staff ensure that they respond appropriately to children's requests at mealtimes. National Care Standards 8 Early Education and Childcare up to the age of 16- Equality and Fairness.
4. We recommend that staff refer to Nutritional Guidance for Early Years to enable them to monitor the size of food portions they are giving to children. National Care Standards 3 Early Education and Childcare up to the age of 16- Health and Well-being

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 1 - Unsatisfactory

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 this service was performing adequately in the areas covered by this statement. We concluded this after we:

* Spoke to the Manager and the majority of the staff present.

* We also spoke to parents and children who used this service, and viewed relevant documentation.

The service, had in the past encouraged parents to assess the quality of the environment through questionnaires. Staff told us that they had not managed to send questionnaires out this year.

They stated in their self-assessment that they informally asked parents at pick up times if they were happy with the environment

Areas for improvement

The Provider needs to develop more rigorous systems to evidence that the service is routinely involving parents and children in the evaluation of the service. They need to audit the feedback they get, share the findings with parents and children and use this to improve all aspects of the service.

See Recommendation 1.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. We recommend that the provider continue to explore other ways for gaining the views of parents and children. The service should collate and audit all feedback. They should inform parents and children how their feedback is influencing all aspects of the service. National Care Standards 13 Early Education and Childcare up to the age of 16 - Improving the Service.

Statement 2

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

Service strengths

We found this service was performing unsatisfactorily in the areas covered by this statement. We concluded this after we:

- * Spoke to the Manager and the majority of the staff present.
- * We also spoke to parents and children who used this service, and viewed relevant documentation

The door entry system was secure and helped ensure the safety of the children. The service expected visitors to sign in and out of the building. This provided additional protection for the children using the service as staff always knew who was in the building. The entrance to the nursery was used to good effect by staff. Notice boards shared useful information with parents about community events.

Staff practice reflected that they understood the importance of encouraging the children to care for the premises. We saw children assisting staff in tidy-up. Some of the older children knew to tidy away their activities before selecting another one.

The layout of the room allowed children to access appropriate areas with minimal staff assistance. This enabled them to develop a sense of independence.

We looked at the toilet facilities and found that they were accessible and appropriate for children using the service. This allowed the older children in the service to increase their self help skills as they were able to go to the toilet with minimal staff assistance.

Of the three Care Standard Questionnaires returned to us before our inspection two parents 'strongly agreed' and one parent 'agreed', that the service was a safe, secure, hygienic, smoke free, pleasant and stimulating environment.

Areas for improvement

Viewing the maintenance forms, we identified that the Provider did not always deal with issues in a reasonable timescale. For example, in February 2012 it was reported that there was a problem with an overflow pipe leading from the baby room. This was still outstanding at the time of writing this report. The Provider must address this issue as this may pose a health threat to the children in the nursery.

We found that there was no suitable ventilation within the baby room. Staff needed to open doors if they wanted babies to access fresh air during their play. This could have a detrimental affect on babies' health, as having access to fresh air minimises the spread of airborne infections as well as promoting general good health.

See Requirement 1

Examining the environment, toys and equipment the children had access to, we were concerned about the overall cleanliness of the service. It was very poor. For example:

- * The floor in the ladies' toilet was dirty. Staff were changing children's nappies on the floor in this area.
- * Inside some of the kitchen cupboards were dirty.
- * The kitchen floor was dirty.
- * Cooker switches were grubby
- * Windows were dirty.
- * Toilet floors were dirty around the edges.
- * Some of the high chairs had old food in the creases of the seats.
- * Toys were grubby
- * Sheets in the house areas were dirty

There was no evidence that there was cleaning procedures in place. It was evident that staff were overstretched and did not have the time to undertake cleaning duties as a matter of routine. And although the manager stated she was supernumerary, due to recent staff shortages she needed to be included in the numbers. This meant at times she could not relieve staff to allow them to undertake these duties. The Provider needs to address this as a matter of urgency. The Provider is putting children's health at risk due to the poor cleanliness within this service.

See Requirement 2

The Provider must ensure that the service develops appropriate policies for cleaning toys and equipment that children use. The provider must ensure that the procedures in place reflect these policies.

See Recommendation 1

The Provider must ensure that maintenance forms are signed and dated to reflect when issues have been addressed. This is the second time we have made this recommendation.

See Recommendation 2

Grade awarded for this statement: 1 - Unsatisfactory

Number of requirements: 2

Number of recommendations: 2

Requirements

1. In order to comply with SSI 2011/ 210 Regulation 10 (1)(2)(b)(c)(d) Fitness of Premises. The Provider must ensure that the premises are fit to be used for the provision of a care service.

In order to achieve this, the Provider:

Is required to ensure that all maintenance issues are dealt with timeously.
The premises should be maintained to ensure the safety of the children using the service.

The Provider is required to ensure that the ventilation within the baby room is improved

Timescales: within 4 weeks of receipt of this report.

This requirement takes account of National Care Standards 2 Early Education and Childcare up to the age of 16 - A Safe Environment.

2. In order to comply with SSI 2011/ 210 Regulation 4 (1)(a)(d) Welfare of Users. The Provider must make proper provision for the health, welfare and safety of service users.

In order to achieve this, the Provider:

Is required to ensure that the service is minimising the spread of infection within the premises and ensure that rigorous cleaning procedures are put into place and followed by all staff.

Timescales: Upon receipt of this report.

This requirement takes account of National Care Standards 2 Early Education and Childcare up to the age of 16 - A Safe Environment.

Recommendations

1. We recommend that the Provider develops a policy for cleaning toys, resources and equipment. The Provider must ensure that staff adhere to the procedures for keeping all resources clean. National Care Standards 2 Early Education and Childcare up to the age of 16 - A Safe Environment.
2. The Manager should keep a detailed maintenance log to include what maintenance is required, when repair was requested and when this was carried out. National Care Standards 2 Early Education and Childcare up to the age of 16 - A safe environment.

Statement 3

The environment allows service users to have as positive a quality of life as possible.

Service strengths

We found this service was performing unsatisfactorily in the areas covered by this statement. We concluded this after we:

- * Spoke to the Manager and the majority of the staff present.
- * We also spoke to parents and children who used this service, and viewed relevant documentation.

There was some evidence that the environment allowed children to have as positive a quality of life as possible.

Staff gave a clear account of the procedure for reporting broken toys. We confirmed that this was appropriate and ensured the safety of the children in their care, because toys were removed when they became unsafe.

Some resources were stored in a way to encourage children to select what they wanted to play with. This promoted their choice and encouraged them to experience independence.

Children had access to a computer. This provided them with opportunities to develop an awareness of ICT, and helped them to develop their hand and eye co-ordination as they used the mouse.

Outings to the local library enabled children to get to know their local community. Staff described how they kept children safe by using this time to reinforce road safety.

The service kept families informed about activities and other resources in the local area by displaying leaflets. This gave families good information about what was available in their local community.

Of the three Care Standard Questionnaires returned to us before our inspection one parent 'strongly agreed' and two parents 'agreed', that the service had a suitable range of equipment, toys and materials for the children to use.

Areas for improvement

The Provider had failed to make the decked garden area safe for the children to play in. This meant that there were limited opportunities for children to experience fresh air and exercise. On the day of this inspection children did not have access to any parts of the garden. The provider assured us that children could access the other areas of the garden. This is the second time we have made this requirement. One parent commented that they would like to see the outdoor space improved.

See Requirement 1.

Discussion with staff confirmed that they had a limited understanding of basic child development. This affected their ability to respond to individual learning needs. We watched as staff asked children to sit down for twenty minutes to listen to a story before leading the children to set activities which lasted for another twenty minutes. We identified that this adult directed intervention was not good practice, and did not promote a child centred experience. In addition, to expect children to sit for such long periods was not taking into account their individual stages of development as not all children have the ability to sit and concentrate for extended periods.

See Requirement 1 in Quality Theme 3, Statement 3.

Observing the activities and resources that children had access to, we found that the majority of them did not sufficiently stimulate children or sustain their interests. This resulted in some of the children becoming restless and wandering off. There was no evidence to show how toys and equipment were linked to the children's development needs and interests. Speaking to staff established that the service needed to develop and maintain a system for evaluating if the resources were meeting the needs of individual children. This will enable staff to provide children with experiences which will challenge and motivate them in their learning.

This is the second time we have made this recommendation.

See Recommendation 1.

We saw that some of the toys and equipment needed to be renewed. Toys, which were mostly plastic, were dated and tired looking. Some of them had pen marks on them. Throughout the service, children had limited opportunities to engage in sensory play experiences because there were very few natural resources available for them to use. The Provider needs to provide children with toys and play equipment that are suitable for their age and stage of development. This will improve the play experiences that the children are involved in and renew their interests in the activities that staff provide for them. One parent commented that they would like to see the toys and equipment renewed.

See Recommendation 2.

The service identified the following areas for improvement:

To develop an inventory list for the equipment they use.

Need more outdoor toys.

We would support these as areas for improvement and will review this at the next inspection.

Grade awarded for this statement: 1 - Unsatisfactory

Number of requirements: 1

Number of recommendations: 2

Requirements

1. In order to comply with SSI 2011/ 210 Regulation 10 (1)(2)(b) Fitness of Premises. The Provider must ensure that the premises are fit to be used for the provision of a care service.

In order to achieve this, the Provider:

Is required to ensure that the condition of the wooden deck area is maintained to ensure that it can be used for children's physical activity.

Timescale: Within four weeks of receipt of this report

This requirement takes account of National Care Standards 2 Early Education and Childcare up to the age of 16 - A Safe Environment.

Recommendations

1. We recommend that the Provider ensure toys; equipment and resources are effectively used to support the children's learning. Activities should be motivating, challenging and stimulate the children's learning and development. Activities should be planned to take into account the different development stages of the children present. National Care Standards 4 and 11 for Early Education and Childcare up to the age of 16 -Engaging with Children and Access to Resources.
2. We recommend that the Provider renew the toys and equipment that children have access to. Children, particularly in the baby room should have access to more natural resources. National Care Standards 4 and 11 for Early Education and Childcare up to the age of 16 -Engaging with Children and Access to Resources.

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 3 - Adequate

Statement 1

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

Service strengths

Please refer to the findings under Quality Theme 2, Statement 1.

Areas for improvement

Please refer to Recommendation 1 in Quality Theme 2, Statement 1.

Grade awarded for this statement: 3 - Adequate

Number of recommendations: 0

Number of requirements: 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 this service was performing adequately in the areas covered by this statement. We concluded this after we:

- * Spoke to the Manager and the majority of the staff present.
- * We also spoke to parents and children who used this service, and viewed relevant documentation.

There was some evidence that the service had a professionally trained and motivated workforce.

Staff were motivated and keen to improve the service for the children. The care and support offered to children was warm and nurturing. Staff clearly knew the children well.

Established child protection and whistle blowing procedures ensured that staff knew what to do if they were concerned about any children in their care or if they were concerned about their colleague's practice. These procedures kept children safe because the manager could address staff concerns efficiently, minimising the risk to the children in their care.

We saw that staff used the National Care Standards to improve their practice and ensure the care and support they were delivering to families was good.

Of the three Care Standard Questionnaires returned to us before our inspection two parents 'strongly agreed' and one parent 'agreed', they felt confident that the staff would protect their child from harm, abuse, bullying and neglect. Comments included:

"I think the staff are fantastic".

Areas for improvement

The Manager provided the majority of training offered to staff. This did not sufficiently meet staffs training needs and directly affected the quality of experience for the children in their care. Examples in Quality Theme 1, Statement 2 reflect the impact this is having on the outcomes that children are experiencing within the service. The Provider must ensure that staff are provided with the appropriate training opportunities, which will enable them to deliver high quality experiences for children using the service.

See Requirement 1.

Although staff told us that support and supervision was used to discuss concerns and identify practice issues, the Manager stated that this was still in the early stages. We identified that not all staff have undertaken support and supervision sessions. We acknowledge that the reason for this was because the Manager had been using her allocated supernumerary time to cover in the service. The Provider must ensure that the Manager uses her supernumerary time effectively to enable her to fulfil her managerial responsibilities.

See Requirement 2.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 2

Number of recommendations: 0

Requirements

1. In order to comply with SSI 2011/ 210 Regulation 15 (a)(b)(i) Staffing. The Provider must ensure that at all times suitably qualified and competent persons are working in the service in such numbers as are appropriate for the health, welfare and safety of service users; and ensure that persons employed in the provision of the care service receive training appropriate to the work they are to perform.

The Provider must support staff to develop their practice so that they are effective in identifying and meeting children's development and learning needs.

In order to achieve this the Provider:

- Is required to ensure staff have a clear understanding of their role in supporting children's development and learning by:
- Identifying and addressing training needs in this area.
- Using national and local authority guidelines to identify good practice and inform staff's development.
- Putting effective procedures in place to monitor practice.

Timescales: within six months of receipt of this report

This requirement takes account of National Care Standards 12 Early Education and Childcare up to the age of 16 - Confidence in Staff.

2. In order to comply with SSI 2011/ 210 Regulation 3 - a regulation with regard to providing a service which promotes quality.

The Provider must improve the quality of the service and the outcomes that children are experiencing.

In order to achieve this the Provider:

Is required to ensure the Manager effectively manages her allocated amount of supernumerary time to enable her to undertake her managerial responsibilities. The Provider is required to confirm in writing the amount of time the Manager will be given each week and how her time will be used. The Manager must have systems in place to monitor the work of staff, provide support and regular supervision to identify staff strengths and areas of development.

Timescales: within six weeks of receipt of this report.

This requirement takes account of National Care Standards 12 Early Education and Childcare up to the age of 16 - Confidence in Staff.

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 1 - Unsatisfactory

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 this service was performing unsatisfactorily in the areas covered by this statement. We concluded this after we:

- * Spoke to the Manager and the majority of the staff present.
- * We also spoke to parents and children who used this service, and viewed relevant documentation.

Of the three Care Standard Questionnaires returned to us before our inspection two parents 'strongly agreed' and one parent 'agreed', that the service had involved them in developing the service, for example asking for ideas and feedback.

Areas for improvement

There was limited evidence in place to demonstrate that parents and children were encouraged to assess and improve the quality of management and leadership within the service. Comments from a parent included:

"Management could be improved upon".

The Provider had failed to address the two requirements that were identified at the previous inspection visit. These are carried forward within this report.
See Requirement 1.

Please refer to Recommendation 1 in Quality Theme 2, Statement 1.

Grade awarded for this statement: 1 - Unsatisfactory

Number of requirements: 1

Number of recommendations: 0

Requirements

1. In order to comply with SSI 2011/ 210 Regulation 3 - a regulation with regard to providing a service which promotes quality.

The Provider must improve all aspects of the quality of the service.

In order to achieve this the Provider:

is required to develop and implement effective processes to ensure that regular and in depth audits of the service takes place. Particular attention should be paid to the following:

- Staff Training.
- Planning for play
- Cleaning
- Outcomes for children

Timescale: Within three months of receipt of this report.

This requirement takes account of National Care Standards 13 and 14 Early Education and Childcare up to the age of 16 - Improving the Service and Well-Managed Service

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 this service was performing weakly in the areas covered by this statement. We concluded this after we:

- * Spoke to the Manager and the majority of the staff present.
- * We also spoke to parents and children who used this service, and viewed relevant documentation.

We found that there were weak quality assurance systems and processes in place. The service was in the very early stages of using 'Child at the Centre'. This is a document, which allows staff to assess the quality of the experience they provide for children.

They asked parents to informally feedback their thoughts about how they could improve the service. Staff understood why it was important to try and encourage parents to evaluate the service.

Areas for improvement

While the Manager understood her responsibility for notifying the Care Inspectorate, SSSC and other professional bodies, the service failed to notify us about an outbreak of an infectious disease within the service. We advised the Manager that in future the service must follow the guidance for making notification to us.

Of the ten recommendations identified at the previous inspection visit, only four were met in full. The remaining six are ongoing and are carried forward throughout this report.

Through discussion we identified that although the Manager is allocated supernumerary time there were occasions when she did not use this time. This has prevented rigorous quality assurance systems being developed. This has had a negative impact on the outcomes for children using the service. The examples of which have been highlighted throughout this report.

This is the second time we have made this requirement.

See Requirement 1 in Quality Theme 4, Statement 1.

Discussion with the Manager identified that quality assurance meetings between her and the Provider were not regular. We recommend that the Provider and Manager develop an agenda, which both parties can add to during the course of the week. They should consider protecting the time set aside for such meetings to ensure that they are not disrupted by the day to day running of the nursery. Minutes of meetings should be kept. They should demonstrate clear evidence of the Provider's

commitment to developing quality assurance within this service. This is the second time we have made this recommendation.

See Recommendation 1.

Grade awarded for this statement: 2 - Weak

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. We recommend that Provider meets with the Manager regularly and establishes a rigorous system for developing quality assurance within this service. National Care Standards 13 Early Education and Childcare up to the age of 16 - Improving the Service.

4 Other information

Complaints

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

Enforcements

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

Additional Information

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 3 - Adequate	
Statement 1	4 - Good
Statement 2	3 - Adequate
Statement 3	3 - Adequate
Quality of Environment - 1 - Unsatisfactory	
Statement 1	3 - Adequate
Statement 2	1 - Unsatisfactory
Statement 3	1 - Unsatisfactory
Quality of Staffing - 3 - Adequate	
Statement 1	3 - Adequate
Statement 3	3 - Adequate
Quality of Management and Leadership - 1 - Unsatisfactory	
Statement 1	1 - Unsatisfactory
Statement 4	2 - Weak

6 Inspection and grading history

Date	Type	Gradings
19 Oct 2011	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and Leadership 3 - Adequate
6 Apr 2011	Unannounced	Care and support 2 - Weak Environment 2 - Weak Staffing 3 - Adequate Management and Leadership 2 - Weak
7 Apr 2010	Unannounced	Care and support 3 - Adequate

Inspection report continued

		Environment Staffing Management and Leadership	4 - Good 3 - Adequate 4 - Good
15 Apr 2009	Unannounced	Care and support Environment Staffing Management and Leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
4 Jul 2008	Unannounced	Care and support Environment Staffing Management and Leadership	1 - Unsatisfactory 2 - Weak 3 - Adequate 2 - Weak

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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