

Care service inspection report

Rainbows and Puddles Outdoor Nursery

Day Care of Children

Dean Castle Country Park

Dean Road

Kilmarnock

KA3 1XB

Telephone: 02560 483932

Inspected by: Carole Thomson

Type of inspection: Unannounced

Inspection completed on: 15 January 2013



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Service provided by:

Cheryl Morrison

Service provider number:

SP2010977595

Care service number:

CS2010238923

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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	4	Good
Quality of Environment	4	Good
Quality of Staffing		N/A
Quality of Management and Leadership	4	Good

What the service does well

The manager, depute manager and staff have maintained strong positive partnerships with parents and families using the service. Parents are consulted on many aspects of the work of the nursery and their ideas and suggestions are valued and acted on.

Staff extend learning opportunities in the natural woodland environment through skilled interaction with the children, recording detailed observations and planning in response to the children's current interests and needs. Staff use a variety of methods to gather the children's views, and enable them to influence the programme of activities.

What the service could do better

The service should continue to develop staff training opportunities. They should continue to build on the actions taken to develop the quality assurance process involving families, staff and other stakeholders.

Health and safety measures and infection control procedures including regular cleaning, maintenance and risk assessment should continue to be monitored by the manager on a regular basis.

What the service has done since the last inspection

The health and safety procedures have been further developed to take account of best practice guidelines. The service has further developed how they record administration of medicine in line with best practice guidance.

The nursery base/playroom has been cleaned, organised and was better maintained. The service has created a separate entrance for the children and families so that outdoor wear can be taken off before entering the playroom. The manager and staff have access to an office where records are stored securely.

Clear plans are in place to access training for staff in infection control. The manager has linked with the local college to further develop quality assurance systems.

Conclusion

The service provides a caring welcoming learning experience for children in the natural environment. The manager, depute and staff are enthusiastic and committed to developing the service in line with the Forest Nurseries ethos. They effectively involve parents and children in assessing and improving all aspects of the service.

Activities are in the main child led and staff plan responsively in line with the Curriculum for Excellence. In the outdoor environment there are appropriate health and safety, child protection and infection control procedures in place. Care and maintenance of the indoor base/playroom, staff training and developing the quality assurance process are areas which have been further developed and improved.

Who did this inspection

Carole Thomson

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.scswis.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 located within the Dean Castle Country Park in the town of Kilmarnock, East Ayrshire and is registered to provide a care service to a maximum of: 16 children aged 2 to 16 years.

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

Quality of Care and Support - Grade 4 - Good

Quality of Environment - Grade 4 - Good

Quality of Staffing - N/A

Quality of Management and Leadership - Grade 4 - Good

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 medium 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 after an unannounced inspection that took place on 15 January 2013.

We spoke with two parents/carers, four staff members and the Manager on the day of the inspection and observed staff practice.

We talked with the children attending the nursery during the inspection.

We reviewed a range of documentation policies and procedures including:

Child Information Forms

Infection Control Policies and procedures

Children's personal plans and responsive planning records

Staff Development information

Risk Assessment

Health and wellbeing policy

Consent Forms

Accident and Incident Records

Records of Staff Meetings, Parents Meetings

Curriculum Plans

Monitoring records

Observations were made of practice, children's activities and of resources.

An examination of the base/playroom and toilet area was conducted.

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 is required to put procedures in place to ensure the fridge, floor, surfaces and storage areas are thoroughly cleaned and maintained in the nursery base/ playroom. Steps must be taken to ensure that these are followed diligently and practice monitored on a regular basis. A monitoring programme for effective cleaning must be put in place. This is in order to comply with: SSI 2011/210 regulation 4(1)(a)&(d) - a requirement that the provider shall make proper provision for the health and welfare of service users and have appropriate procedures for the control of infection. Timescale - within 1 month of receipt of this report.

What the service did to meet the requirement

The service had addressed all aspects of the requirement made. The playroom had been deep cleaned, a new floor laid and detailed cleaning schedules put in place. The manager monitored cleaning and maintenance of the environment and equipment on a daily and weekly basis.

The requirement is: Met

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

1. Staff should access Infection Control training based on national best practice guidance as soon as possible to update their skills in this area and improve the standard of the indoor environment.

National Care Standards for Early Education and Childcare up to the age of 16;
Standard 2 - A safe Environment.

Action - We have reported on the progress made in this area under Quality Statement 2.2.

2. The manager should risk assess the use of portable heaters in the base/ playroom and ensure the heating is at the correct temperature when using the indoor base.

National Care Standards for Early Education and Childcare up to the age of 16;
Standard 2 - A Safe Environment.

Action - This has been fully addressed and we have reported on this under Quality Statement 2.2.

3. The service should further develop their Quality Assurance process and keep families informed about the outcomes of this and progress made on priorities identified. They should consider using national guidance such as 'The Child at the Centre 2' and 'Pre-Birth to Three: Positive Outcomes for Scotland's Children and Families'.

National Care Standards for Early Education and Childcare up to the age of 16:
Standard 13 - Improving the Service.

Action - We have reported on the progress made in this area under Quality Statement 4.4.

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.

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

The service provider identified what they thought they did well, some areas for development and any changes they had planned. The service provider told us how the people who used the care service had taken part in the self assessment process

Taking the views of people using the care service into account

We observed the children to be happy and confident in the nursery. Staff worked with parents to help new children to settle. The children were able to use their imagination in the outdoor learning environment and staff supported their ideas for activities and games. The children involved the staff in their play.

Taking carers' views into account

We talked with two parents during this inspection and they were overall satisfied with the quality of the care and support provided by the service. They were supportive of the new developments within the indoor environment.

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: 4 - Good

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

At the previous inspection on 10 October 2012 we graded the service as 5 - very good for this quality statement. At this inspection we found the service to have maintained very good practice in the areas we sampled. We decided this after we looked at relevant documentation, talked with the children, parents, the manager and staff and observed practice. There continued to be a variety of methods in place which parents and children had used to express their views about the quality of the service and influence the care and support provided.

Parents we talked with told us that the service communicated with them through e mail, questionnaires, newsletters, regular planned discussions about the child's progress and daily verbal exchanges. An acknowledgement of the parent questionnaires had been given to parents in the regular newsletter.

We observed there to be an open door policy and parents were able to talk with staff privately if required.

Responses in the service questionnaires confirmed that parents had been involved in providing ideas for marketing of the service and identifying outdoor locations where the children would be spending time. We found good practice by the service in taking on board parents ideas and views. An example was naming specific areas of the park with directions for parents which also maintained the security and safety of the children's whereabouts.

On the day of the inspection we saw that the manager and staff warmly welcomed children and their families. Parents were comfortable talking with staff and children were confident and familiar with the daily routines.

We saw that staff responded to the children's ideas and suggestions about play activities. As part of the 'Dinosaur' topic the children had been taking part in a range

of outdoor activities. During a discussion over packed lunches, the children told us they had been "...digging for dinosaur bones and found dinosaur eggs". They were settled, happy and confident with the nursery staff.

Parents we spoke with during the inspection, those who completed the service questionnaires and those who returned questionnaires to us, were overall very happy with the quality of care and support provided by the service.

Areas for improvement

The service should continue to involve parents and children in the life of the nursery to assess and improve the quality of the care and support provided. The manager indicated that the service would continue to develop how they feedback to families, through the analysis of service questionnaires.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

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

Service strengths

At the previous inspection on 10 October 2012 we found the service to have a good performance in relation to this quality statement. At this inspection we found the service had maintained this standard. We decided this after we talked with the manager, parents, staff and children, and observed childcare practices. We reviewed documentation relating to meeting health and wellbeing needs.

We observed staff responding to the children's physical care needs. They were attentive and supported the children while providing opportunities for them to be independent. The manager and staff had developed warm positive relationships with the children attending the service.

The service had a detailed Child Protection Policy and procedure which staff were familiar with. Documentation within the children's files recorded all the required information including important health information, likes and dislikes, needs and interests which staff used to meet the children's health, development and wellbeing needs.

We saw that several children had required additional health support and the service had worked effectively with health professionals and families to do this through specific care plans. Each child had a personal plan which was updated regularly and discussed with parents each term.

Staff had effectively provided balanced daily routines and these included snack, rest time, energetic play, quiet play and free flow play opportunities. Children were able to rest and take part in quiet activities within the base/ playroom. Good personal hygiene procedures were in place and children were encouraged to wash their hands before eating snack and after using the toilet. We saw several small children washing their hands following national guidance.

During outdoor play sessions there was a shelter for children to sit in and have snack. This consisted of a waterproof awning and ground cover. The children were able to use a portable toilet privately. Outdoor areas for activities had been risk assessed and recorded and parents had completed consent forms for various activities. Staff encouraged children to identify how they could play safely.

As previously mentioned within this report children's all round development was well supported through appropriate planning methods and opportunities to play with mainly natural materials in a variety of settings within the country park.

Areas for improvement

The service should continue to develop the children's personal plans and to review these at least six monthly or sooner if necessary.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - Good

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 very good systems in place to help parents and carers get involved in assessing and improving the quality of the environment within the service. We have given examples of how they did this under Quality Statement 1.1.

The parents we spoke to and those who completed our questionnaire had no concerns about the accommodation or the equipment used. They commented that the service provided a safe, welcoming environment for children, parents and carers. Some comments included:

"The new entrance makes it better for the children to take off their outdoor clothes and keep the playroom clean".

"I don't have any problems with the nursery. My child loves coming and gets a lot out of being outdoors".

Areas for improvement

Please see Areas for Improvement under Quality Statement 1.1.

Grade awarded for this statement: 5 - Very Good

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

At the previous inspection on 10 October 2012 we graded the service as weak for the areas we sampled under this quality statement.

At that inspection we made the following requirement:

"The service is required to put procedures in place to ensure the fridge, floor, surfaces and storage areas are thoroughly cleaned and maintained in the nursery base/

playroom. Steps must be taken to ensure that these are followed diligently and practice monitored on a regular basis. A monitoring programme for effective cleaning must be put in place.

This is in order to comply with:

SSI 2011/210 regulation 4(1)(a)&(d) - a requirement that the provider shall make proper provision for the health and welfare of service users and have appropriate procedures for the control of infection.

Timescale - within 1 month of receipt of this report".

At this inspection we found that the requirement had been met and that effective cleaning processes in line with national guidance for infection control, had been implemented and were being regularly monitored by the manager.

Examples of this included:

1. New flooring in the playroom and this room had been deep cleaned. The playroom was clean, bright, attractive and well organised to provide for different play activities.
2. The children entered the building by a separate door meaning that their soiled and wet outdoor clothing could be removed and placed on individual coat hooks before entering the playroom.
3. A new sink unit had been installed in the playroom with two paper towel dispensers, and effective detailed daily and weekly cleaning schedules using national guidance for cleaning and sterilising methods were in place.
4. The manager and staff now used a separate room for administration and storage of records.
5. Nappies brought in from home were stored in sealed containers.

At the previous inspection we made the following recommendations:

1. "Staff should access Infection Control training based on national best practice guidance as soon as possible to update their skills in this area and improve the standard of the indoor environment.

National Care Standards for Early Education and Childcare up to the age of 16;
Standard 2 - A safe Environment."

We found that staff had participated in an awareness raising session with the manager using the national guidance on infection control in day care settings. Training has been planned for the staff.

2. "The manager should risk assess the use of portable heaters in the base/ playroom and ensure the heating is at the correct temperature when using the indoor base.

National Care Standards for Early Education and Childcare up to the age of 16;
Standard 2 - A Safe Environment."

We found that this had been fully addressed and the service now had improved methods for checking gas levels and reporting heating issues to the Park Manager.

There were signs that the actions taken by the service had created improved procedures for maintaining a clean and safe environment. We determined they were well placed to make further progress in this area.

Areas for improvement

To further improve how the service maintains a clean and safe environment the manager should sign cleaning records to maintain effective monitoring practice.

We discussed with the manager that the welcome/ cloakroom area had the potential to become untidy with bags, outdoor equipment and soiled and wet outdoor clothing. The service should ensure this area remains clean and well organised for families and other visitors to the nursery.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing - NOT ASSESSED

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - Good

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 did not inspect against this statement but have included relevant evidence on the quality of participation in Quality Statement 1.1 and Quality Statement 4.4.

Areas for improvement

Please see Quality Statement 1.1.

Grade awarded for this statement: 5 - Very Good

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

At the previous inspection on 10 October 2012 we graded the service 4 - good in the areas we sampled under this quality statement.

At this inspection we found good evidence that quality assurance systems and processes which involved service users, carers and staff were maintained. We confirmed that plans were in place to further develop this through liaison with local college staff.

The manager and staff worked well together to continually assess and improve the service provided.

They had started to evaluate the performance of the nursery against 'The Child at the Centre 2'. This is a self evaluation guide for services which provide pre-school education and day care in Scotland.

Families were well informed about the work and operation of the nursery. This enabled them to contribute to the quality assurance processes for example, by

completing questionnaires and by talking to the staff and the manager. We also saw that the students had completed questionnaires about their learning experiences at the nursery and they had confirmed that they had gained confidence and experience and had been able to contribute to the quality assurance process.

The findings from these quality assurance processes were used to inform the services Annual Service Plan. This plan clearly identified the service priorities for development and assisted the staff to monitor the progress made towards achieving the aims of the plan. The members of staff we spoke to confirmed that they had contributed to the plan.

The day to day work of the staff was routinely monitored by the manager. She provided staff with feedback and helped them to identify their strengths as well as areas which could be further developed. Staff told us that they took part in staff appraisal and that the manager was supportive and acted on their ideas and suggestions.

Areas for improvement

To improve how the service involves families, staff and other stakeholders in the quality assurance process, the manager should continue with her plans to work closely with college staff.

The service should continue to develop a systematic approach to quality assurance and ensure parents continue to be informed of the outcome of consultations and about future plans.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

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 - 4 - Good	
Statement 1	5 - Very Good
Statement 3	4 - Good
Quality of Environment - 4 - Good	
Statement 1	5 - Very Good
Statement 2	4 - Good
Quality of Staffing - Not Assessed	
Quality of Management and Leadership - 4 - Good	
Statement 1	5 - Very Good
Statement 4	4 - Good

6 Inspection and grading history

Date	Type	Gradings
10 Oct 2012	Unannounced	Care and support 4 - Good Environment 2 - Weak Staffing 5 - Very Good Management and Leadership 4 - Good
27 Jun 2011	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 4 - Good

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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