

Lily Pond Kindergarten Ltd

Day Care of Children

West Wing
Old Ladyloan Primary
Ladyloan
Arbroath
DD11 1QA

Telephone: 07527 920700

Type of inspection: Unannounced
Inspection completed on: 7 September 2016

Service provided by:
Lily Pond Kindergarten Ltd

Service provider number:
SP2015012477

Care service number:
CS2015336728

About the service

Lily Pond Kindergarten Ltd registered with the Care Inspectorate in September 2015. It can provide care to a maximum of 61 children from six months of age to entry to primary school. No more than 12 children can be under two years old.

The service is located close to the town centre in the former Ladyloan Primary School, Arbroath. The nursery consists of two main rooms. The smaller room is for the youngest children and includes a range of age appropriate resources, soft furnishings and cots for the children to sleep. The other larger room, for the older children, provides more challenge with the addition of a climbing frame and educational resources.

What people told us

There were 11 children present on the first day of the inspection. We observed children to enjoy their play and engaged well with the adults providing care. We talked to the children as they played and went on a walk with the children to visit a nearby pond and feed the ducks.

Before the inspection, we gave the service 30 Care Standards Questionnaires (CSQs) to issue to parents and we received 21 back. All parents 'agreed' or 'strongly agreed' that they were happy with the quality of care their child receives in the service. We have also included some of the parents comments below.

"Lily Pond Kindergarten offers my child a safe, fun, caring environment and I've never felt unsure of leaving them there. They've settled in really well, and I feel that is mainly due to the excellent staff and comfortable surroundings, that Lily Pond offers."

"The staff are always very friendly and professional. I enjoy reading all about my child's play experiences in her profile. The nursery setting is welcoming and spacious with a selection of toys and play equipment."

"My son is very happy there, he doesn't want to leave."

"I enjoy the feedback slips I receive after my child has attended the service for the day."

"The attention and encouragement in his development is exceptional. My child has come on leaps and bounds from his year there. I'm more than happy with the service, staff and facilities."

Self assessment

The Care Inspectorate received a fully completed self assessment from the provider.

The provider identified what it thought the service did well. The self assessment clearly identified some key areas the provider believed can be improved and showed how the service intended to do this.

The provider showed how feedback from parents had been considered when assessing the service.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

We assessed the quality of care and support for the service, focusing on children's care, learning and development as well as food and nutrition. We concluded the service was performing to a good standard.

Each child who attended the service had a care plan in place. These contained information such as details of the child's family, their likes, dislikes and their individual routine. This information supported staff to provide good quality care to each child. The service must ensure this information is kept up-to-date to make sure they are aware of changes. This is more important for the younger children as their routines and care requirements change more frequently (see Requirement 1).

Children's achievements were recorded in their personal learning folder. These were at an early stage but were developing well. The nursery manager was the main contributor to these and had begun to support staff within the nursery to take responsibility for their own key children. The service should begin to involve children in identifying their learning and their next steps, so that children can be responsible for their learning. The service discussed with us how they are developing a way of tracking children's progress and that they plan to implement it soon.

We observed the children during breakfast and snack time as well as reviewing the nursery menu. Children benefitted from a healthy and balanced menu which catered for a range of tastes. The services had been reviewing the menu and were trying some new foods with children. Parents were kept fully informed of the changes and the service listened to suggestions from parents.

Children's choice was respected by staff who allowed children to choose from a range of breakfast cereals and fruits which were stored in clear containers, so children could see the foods on offer. It was clear children were very familiar with the routine of snack time. Children's independence was promoted as they were able to wash and dry their own hands before and after eating. This also minimised the spread of infection.

The youngest children could be supported to sit at the table with the older children, even though they are not yet able to sit unaided. This would enable them to be included and support the transition as they get older to sit at the snack table.

Requirements

Number of requirements: 1

1. To ensure the service has the most up-to-date information about children's care requirements, the provider must update children's records with the parents/carers every six months or sooner if required.

This is to comply with: The Social Care and Social Work Improvement Scotland (Registration) Regulations 2011 (SSI 2011/210) Regulation 5(2)(b)(iii) Personal Plans.

Timescale: By 25 November 2016.

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

We assessed the quality of the nursery environment with a focus on the equipment, resources and outdoor play. We found the service was performing to a good level in this area.

The nursery was bright and attractive with a well thought through layout. The service had invested in a vast range of good quality resources which were suitable for the age ranges of children who attended the service. The decor of the nursery was a good balance of natural and coloured walls and displays.

The room for the younger children had a comfortable and cosy feel. Resources were all accessible at an appropriate level and provided a good level of challenge. The layout provided plenty of space for children who were beginning to become mobile to move around freely and safely.

The room for the older children was a larger and more structured open plan space. Children were able to choose from a range of resources to support and stimulate learning and move around the room freely. There was a large climbing frame with slide which the children used for a range of purposes as well as being able to play underneath the structure. There were a number of areas in the room for snack, art, role play, story telling and building.

The service should look at providing art, sand and water throughout the session to provide further choice for children. This would form part of the services core provision for children.

Children were able to be active on a daily basis. This was provided within the nursery and through using resources in the local community such as public parks and walks.

We spend some time with the manager discussing the nursery outdoor play area. This was very basic and limited the opportunities for outdoor play, however the manager was aware of this and had begun to consult with staff on how this area should be developed. We discussed a range of best practices we had seen and signposted the service to the Care Inspectorate's "My World Outdoors" document which may provide some additional advice and suggestions. This can be found via the Care Inspectorate Hub (www.hub.careinspectorate.com).

The nursery had considered carefully how they provide children within enough opportunities to be active on a daily basis and we were satisfied this was meeting children's needs until a fully functioning nursery garden was in place.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

We assessed how the service recruits and inducts new staff as well as the support provided for training, learning and development. We concluded the service did these to a good standard.

We reviewed the services procedure for recruitment and found that this followed best practice. There was a job description in place for each member of staff and all staff had attended an interview so that the service was able to assess each applicant's skills and knowledge. Staff had all become a member of the Protection of Vulnerable Groups (PVG) scheme prior to starting employment.

We were unable to find references for two members of staff. The manager told us she had obtained verbal references for a member of staff, but had not written these down. We discussed the importance of ensuring references had been received prior to staff starting within the services (see Requirement 1).

Each staff member had received a detailed and structured induction that covered a range of appropriate topics. Staff told us they had received a good induction that equipped them with how the service runs and what was expected of them. We suggested to the manager that the induction should take place over a number of weeks to ensure staff do not feel overwhelmed with information on their first days within the service.

The service had a good commitment to training, learning and development. One member of staff was currently undertaking a formal qualification to meet their registration requirements with the Scottish Social Services Council (SSSC) who regular all care workers in Scotland. The manager was beginning to source training for a range of sources including through the local authority and via online training companies.

Staff told us they felt valued and part of the development of the service. This was achieved through regular staff meetings. We reviewed some of the minutes from staff meetings and found these to be supportive and very detailed. We were able to see how since the service opened it has been systemically reviewing and developing a range of areas within the service with the fully involvement and support of staff.

The service had a learning log in place for staff to reflect on their training, learning and development. Staff were at an early stage of completing this document, however it was working well. We also signposted the manager to the SSSC's training and learning documents which would help support this (www.sssc.uk.com).

Requirements

Number of requirements: 1

1. The provider must use safer recruitment procedures in order to ensure all staff are suitably fit to work with children. In order to do this the provider must demonstrate that a safe recruitment process has been followed for each member of staff.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, (SSI 2011/ 210) Regulation 9(1) & (2)(a) requirements to ensure Fitness of Employees and Safer Recruitment Through Better Recruitment.

Reference: National Care Standards for Early Education and Childcare up to 16, Standard 12 - Confidence in Staff.

Scottish Social Services Council, Codes of Practice for Social Service Workers and Employers.

Timescale: Immediately for newly recruited staff and within three months for existing staff checks to be completed.

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

We assessed the quality of the management and leadership of the service focusing on quality assurance and the services development plan. We concluded the service was managed to an adequate standard.

The service had a good development plan in place which was specific and realistic for the age of the service. The plan focused on sharing the vision for the service, building relationships with parents, implementing the Getting it Right for Every Child approach, development of children's learning folders, the nursery garden, auditing the nursery as well as sharing a developing practice.

We could see which areas of the plan had been worked on, such as the children's development folders, and which were future developments, such as the development of the nursery garden.

The manager had a range of quality assurance systems in place to ensure good standards of care given by the service. This included assessing the service against the National Care Standards, using the new Education Scotland document 'How Good Is Our Early Learning and Childcare' as well as daily informal monitoring of staff through observations. The service had been reviewing the services policies and procedures to ensure they are still in line with their practice. This has been done on an ongoing basis at staff meetings.

We recommended the service put in place a quality assurance calendar that would outline what audits are done and when. This would make the process more robust.

We identified that accidents and incidents within the service required to be reviewed in order to ensure any trends were identified and appropriate actions are taken (see Recommendation 1). We also asked the service to review their administration of medication paperwork to ensure it follows our best practice document available at www.hub.careinspectorate.com (see Recommendation 2). These areas should be added to any quality assurance calendar to ensure these are checked on an ongoing basis.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To ensure children are safe, the service should audit accident and incident records regularly to identify any patterns and put measures in place to minimise the risks to children.

Reference: National Care Standards, Early Education and Childcare up to the age of 16, Standard 2 - A Safe Environment, Standard 14 - Well-managed Service.

2. To ensure children are safe and healthy when medication is required, an accurate and up-to-date record should be kept in line with the 'management of medication in day care of children and childminding services' document. Current records, procedures and policies should be reviewed to ensure they meet the recommendations of this good practice document.

This is to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 SSI 2011/210 Regulation 4(1)(a) Welfare of Service Users.

Reference: National Care Standards, Early Education and Childcare up to the age of 16, Standard 3 - Health and Wellbeing.

Grade: 3 - adequate

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

There are no outstanding recommendations.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

This service does not have any prior inspection history or grades.

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Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

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