

Inspection report

Daytime Playtime Day Care of Children

40 Bolivar Terrace
Mount Florida
Glasgow G42 9AS

Inspected by: Louise MacKinnon
(Care Commission Officer)

Type of inspection: Unannounced

Inspection completed on: 6 February 2007

Service Number

CS2003006070

Service name

Daytime Playtime

Service address40 Bolivar Terrace
Mount Florida
Glasgow G42 9AS**Provider Number**

SP2003001339

Provider Name

Daytime Playtime

Inspected ByLouise MacKinnon
Care Commission Officer**Inspection Type**

Unannounced

Inspection Completed

6 February 2007

Period since last inspection

20 months.

Local Office AddressCentral West
1 Smithhill Street
Paisley
PA1

Introduction

Daytime Playtime Nursery was registered with the Care Commission on 1 April 2002. The service was provided from a two-storey detached building in the Mount Florida area of Glasgow. There was a small-enclosed rear garden, which offered a variety of outdoor opportunities for children. The service was privately owned and was in partnership with Glasgow City Council to provide Pre-School Education.

The service operated Monday to Friday between 7:30am and 6:00pm 52 weeks each year, closing for public holidays.

The service was registered to care for a maximum of 72 children aged between 6 weeks and 5 years old within the following age bands:

0 - 2 years 24

2 - 3 years 20

3 - 5 years 28

The service aimed to promote 'a safe, secure and happy environment whilst meeting children's individual needs'.

Basis of Report

The service was inspected after receiving a Regulatory Support Assessment (RSA) to determine what level of support was necessary. The RSA is an assessment undertaken by the CCO which considers: complaints activity, changes in the provision of the nursery, nature of notifications made to the Care Commission by the nursery, action taken upon requirements and other aspects of the service.

This service was required to have a high level of support that resulted in an inspection based on the National Care Standards for early education and childcare up to the age of 16, inspection themes and any recommendations and requirements from previous inspections, complaint or other regulatory activity.

Prior to the visit pre-inspection and self-evaluation documents were returned to the Care Commission. The documents contained detailed information relating to the service provided. The inspection also focused on the following themes:

Nutrition, Birth to Three, Child Protection and Safer Recruitment. In addition, the inspection covered sections of SSI 114 The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002.

The Care Commission Officer also looked at a range of policies, procedures and records.

The following paper work was viewed:

Insurance Certificate

'Child Protection' statement

'Confidentiality'

'Complaints'

Staff files

Children's files

Elements from the following National Care Standards for Early Education and Childcare up to the age of 16 were also observed and discussed.

Standard 3: Health and well-being
Standard 4: Engaging with children
Standard 7: A Caring Environment
Standard 12: Confidence in Staff

The premises were looked at.
The provider and manager were spoken with.
Staff in each of the playrooms were spoken with.
Twelve parents were spoken with.
Twenty four parental questionnaires were returned.

Action taken on requirements in last Inspection Report

No Requirements.

Comments on Self-Evaluation

Completed prior to the inspection.
The Self-Evaluation highlighted the services strengths.

View of Service Users

The babies in the smaller baby room played with toys which were stimulating for their stage of development and appeared to be happy and content. There were some important weaknesses in the quality of interaction between staff and babies in the larger baby room. Some of the babies appeared to be sitting without any stimulation at all. The 2 to 3 year old children spoken with stated that 'liked the nursery'. The over 3's stated they 'liked story time', 'liked the puppets' and 'liked playing with their friends'.

View of Carers

Twenty Carers' Questionnaires were sent to the service, fourteen completed questionnaires were returned to the Care Commission.

Four carers were very happy with the service, seven carers were happy and three carers were unhappy with the range and choice of food provided.

Thirteen carers were spoken with during the inspection.
Five of the carers responded positively about the service.

Carers' comments:

'Kept informed'.
'Child happy'.
'Happy with food'.
'Enjoys playing with his friends'.
'Staff very good'.
'Manager very approachable'.

Eight carers expressed concerns.

Carers' comments:

'Large staff turnover'.

'Toilets grubby'.

'Communication not very good'.

'Stodgy puddings were regularly provided'.

'Too much shouting and very concerned because child is now frightened due to the shouting'.

Discussion took place with the proprietor and manager regarding the above comments.

The proprietor confirmed that some of the comments may have been due to a recent high turnover of staff.

The proprietor had stated that parents had been kept abreast of the situation through service news letters.

The proprietor agreed to review the methods and frequency of communication.

The manager stated that there had been an isolated incident regarding one member of staff shouting in the playroom.

The manager stated that she had addressed the issue with the individual member of staff.

Please see Recommendation 12.

Regulations / Principles

Regulation :

Strengths

Areas for Development

National Care Standards

National Care Standard Number 3: Early Education and Childcare up to the age of 16 - Health and Wellbeing

Strengths

Some parents spoken with stated that communication was good.

One member of staff had recently attended the first part of a 'Child Protection' awareness training through Glasgow City Council.

The nursery was involved in the national tooth brushing initiative. Each child had their own named toothbrush and bag. The service was awaiting covers for the toothbrush buses and will then move to this method of toothbrush storage. They had developed links with a local oral hygienist who supported them in the delivery of the initiative.

Nappy changing procedure and cleaning procedure for the area were clearly displayed and the area was clean. Each child had individual named creams available, where required. Appropriate disposable gloves for use by staff were readily available within the nappy changing area.

All baby feeding formula was made up at home by carers and brought into the nursery where it was labelled with the babies name and stored appropriately in the fridge. No home made foods were stored or used within the nursery.

Two new fridges for the baby room were on order and temperature recording of these will be introduced.

The 2 to 3 year old children accessed the outdoor play area on a daily basis providing opportunities for physical play and other outdoor activities.

The children in the 2 to 3 room could sleep if required or access other play areas with the older children if they no longer needed to sleep. Clean linen used within the baby room for cots was laundered after every use.

Sandpits were clean, lidded and secured by clips when not in use. Toys viewed appeared to be clean. Cleaning procedures and frequencies described by all staff interviewed.

Most of the staff held First Aid certificates.

Areas for Development

Three parents spoken with stated effective communication had recently become difficult due to large turnover of staff.

Through discussion the proprietor confirmed there had been a large turnover of staff and was attempting to recruit more qualified staff.

See Recommendations 1. & 2.

Staff spoken with did not have a clear understanding of their role in relation to 'Child Protection'. A programme of 'Child Protection' training should be put in place.

See Recommendation 3.

The service did not have a copy of the 'nutritional guidance for early years food choice for children aged 1 - 5 in early education and child-care settings'. This should be sought and guidance used to influence menus.

Manager confirmed to the CCO that the daily menus were displayed within the cloakroom area. However, on the day of the inspection the menu had not been updated.

Drinking water should be available to the children throughout the day.

Out of date food should be disposed of.

Baking ingredients for the children to use must be stored in airtight containers.

See Recommendation 4.

Some feeding chairs were unclean and not intact. One cot was found to be dirty. Bedding should not be stored in toilet area. Disposable paper towels should be stored in an appropriate manner and not left lying on work surfaces. Hand operated waste bins should be replaced with foot operated bins. Review the use of Milton for steeping toys. All unnamed dummies stored on open shelf in baby kitchen area should be removed and procedures for naming of dummies reviewed. Disposable aprons for nappy changing should be stored within the nappy changing area. Play materials, paper, etc., should not be stored in the changing area on the upper level. Unused toilet bowl and cistern in cubicle used for storage should be removed or stagnant water removed. The toilet and changing areas to be upgraded. The staff were witnessed not following the nappy changing routine in line with infection control procedure posted on the wall.

Access to the laundry was through the kitchen.

The laundry was situated in a food storage area.

The location of the laundry area should be reviewed in-line with recently updated best practice guidance.

The trolley in the 2 to 3 room was utilized for the storage of toys and the distribution of food. This should be reviewed in line with infection control.

See Recommendation 5.

Privacy and dignity of children to be addressed when upgrading nappy changing area located on ground floor.

See Recommendation 5.

Staff to provide a richer experience for the children in the 2 to 3 year room during lunch time. Staff should sit with the children and encourage them to be independent. The dining tables should also be made more attractive.

See Recommendation 6.

The children aged 2 to 3 years were cared for in a play room with no access to natural light. The staff stated the children were 'usually out of the room for 30 minutes in the morning and 30 minutes in the afternoon'. The management of the use of this room to be reviewed.

See Recommendation 7.

A 'Safe Sleeping' procedure should be put in place, shared with staff and regularly reviewed to ensure best practice.

See Recommendation 8.

The 'Use Storage and Administration of Medication' procedure to be reviewed in line with best practice:

Staff should not administer the first dose of medication.

Reason for medication to be added to the medication form.

See Recommendation 9.

The 'Emergency' procedure to be extended to outline the action to be followed in the event of unexpected absences occurring.

See Recommendation 10.

National Care Standard Number 4: Early Education and Childcare up to the age of 16 - Engaging with children

Strengths

As the nursery was in partnership with Glasgow City Council the staff in the 3 to 5 year old areas were being supported by a Glasgow City Council teacher.

Some good quality interaction was witnessed in the 2 to 3 year old room.

One member of staff had attended 'Birth to Three' training.

Areas for Development

There was little evidence of staff having a good understanding of the stages of development of the babies based in the larger baby room. The interaction with the babies in the larger room was poor. The service should develop staff training to ensure a consistent approach to interaction with children, especially in the larger baby room and 2 to 3 year old room. The range of play activities for the children aged from birth to three years did not provide sufficient interest and challenge to meet their needs.

See Recommendation 11.

The member of staff who had attended the 'Birth to Three' training was based with the 3 to 5 year old children. This training should be planned for the staff working with the birth to three

age group.

See Recommendation 11.

Management should look at sourcing and offering some members of staff 'Promotion of Positive Behaviour' training.

Effect of training to be monitored.

(See 'Views of Carers').

See Recommendation 12.

National Care Standard Number 7: Early Education and Childcare up to the age of 16 - A Caring Environment

Strengths

Areas for Development

The service stated they had not received any complaints since the last inspection. The Care Commission was aware that this was not the case.

Some parents spoken with during the inspection stated that they had informed the service of concerns, some were serious concerns. There was no evidence of any concerns having been recorded.

See Requirement 1.

National Care Standard Number 12: Early Education and Childcare up to the age of 16 - Confidence in Staff

Strengths

The proprietor had applied to register with the Scottish Social Services Council (SSSC). The manager stated that she was awaiting a further delivery of the Scottish Social Services Council Codes of Practice thus ensuring each member of staff had a copy.

The nursery was operating within the recommended adult : child ratio.

The manager planned to formalise staff appraisals.

Areas for Development

Sampling of the staff vetting highlighted that vetting had not been completed on all employees. The 'Safer Recruitment' procedure should be reviewed in line with best practice and adhered to.

See Requirement 2.

Enforcement

No Enforcement Action.

Other Information

No other information.

Requirements

1.

19. (1) A provider shall keep a record of the following matters in respect of each service user:-

(f) any complaint made by a service user or a representative or relative of a service user or a person employed in the care service about the operation of the care service, the outcome of such complaint and the action taken;

2.

It was found that there was not a robust system in place in relation to Safer Recruitment within the service.

The service should ensure robust recruitment procedures are put in place and adhered to. This is to comply with:
SSI 2002/114 regulation 9 Fitness of employees.

Recommendations

1. The service to continue to recruit suitably qualified staff.

2. Communication to be reviewed.

3. A programme of 'Child Protection' training to be put in place.
Staff to be made aware of the service's 'Child Protection' policies and procedures.

4. The following areas to be addressed:

*The 'nutritional guidance for early years food choice for children aged 1 - 5 in early education and childcare settings' to be purchased and menus reviewed in line with the guidance to ensure children receive a healthy and well balanced diet.
Menus should be accurate.

* Water to be available to the children throughout the day.

*Out of date food products to be disposed of.

*Food to be appropriately stored.

5.The following infection control procedures to be addressed:

* Feeding chairs to be cleaned and replaced if not intact.

* Cots to be kept cleaned.

* Blankets not to be stored in changing / toilet area.

* Play materials, paper, etc., should not be stored in the changing / toilet area.

- * The toilet and changing areas to be upgraded.
- * The location of the laundry area to be reviewed.
- * Privacy and dignity of children to be addressed when upgrading nappy changing area located on ground floor.

6. The management of the lunch time in the 2 to 3 year old room to be reviewed.

7. The management of the use of the 2 to 3 year room to be reviewed as there is no natural light in the room.

8. A 'Safe Sleeping' procedure to be put in place, shared with staff and regularly reviewed to ensure best practice.

9. The 'Use Storage and Administration of Medication' procedure to be reviewed in line with best practice.

10. The 'Emergency' procedure to be extended to outline the action to be followed in the event of unexpected absences occurring.

Standard 3.

11. Staff training needs to be effectively identified and planned.
The children's needs to be more effectively anticipated and met through staff training.

12. Staffing incidents and subsequent discussions with staff member, parents, etc. to be recorded.

Standard 4.

Louise MacKinnon
Care Commission Officer