

# Inspection report

## Rainbow Nursery - Bathgate Day Care of Children

16 Gideon Street  
Bathgate EH54 4HD

**Inspected by:** Marilyn Simpson  
**(Care Commission Officer)**

**Type of inspection:** Unannounced

**Inspection completed on:** 5 July 2006

**Service Number**

CS2003043185

**Service name**

Rainbow Nursery - Bathgate

**Service address**16 Gideon Street  
Bathgate EH54 4HD**Provider Number**

SP2003011498

**Provider Name**

Rainbow Nursery

**Inspected By**Marilyn Simpson  
Care Commission Officer**Inspection Type**

Unannounced

**Inspection Completed**

5 July 2006

**Period since last inspection**

14 months

**Local Office Address**South East Region  
Stuart House  
Eskmills  
Musselburgh  
EH21 7PB  
0131 653 4100

## **Introduction**

Rainbow Nursery was registered in September 2003 following the take over by the new owners from the previous service provider. The nursery was registered to care for 69 children aged birth - 14 years from 7.00 am - 6.00pm Monday - Friday. The nursery had a partnership with West Lothian Council Education Department to deliver a curriculum based service for the pre-school children in their care. An integrated inspection visit was carried out by HM Inspectorate of Education and the Care Commission in May 2005.

The children were accommodated in three rooms within the nursery.

The baby room (0-2years) was in an upstairs room which was divided into two areas for mobile and less mobile children and there was an adjacent sleep area to the larger area. This area was well lit and decorated. There was a baby changing area and kitchen outside the play room.

The toddler room (2 - 3 years) was a downstairs room which had the toilets for both the pre-school and toddler children adjacent to this room. This area was well lit, ventilated and heated.

The pre-school room (3-5 years) was also downstairs and the children also utilised the conservatory. The room was bright, well ventilated and heated. Staff regularly monitored the temperature in the conservatory.

The after school club was accommodated in the converted garage in the garden and used the toilet facilities in the main part of the nursery. The room was well lit, heated and ventilated.

The issue of the decorative order of the downstairs rooms have been identified in this report.

The aims of the service were included in a mission statement:

'Our aim is to provide a safe, stimulating and caring environment where your child can feel happy and secure. We will encourage the emotional, social, physical, creative and intellectual development of your child. To encourage positive attitudes to self and others and to develop confidence and self esteem'.

## **Basis of Report**

Before the visit:

The service submitted an electronic annual return. Due to technical difficulties the service was unable to submit the electronic self evaluation form.

The Care Commission received 11 parent/carer questionnaires prior to the inspection visit.

This service was inspected after receiving a Regulation Support Assessment (RSA) to determine what level of support was necessary. The RSA is an assessment undertaken by the Care Commission Officer which considers: complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the Service, action taken upon requirement etc.

This service was required to have a medium level of support that resulted in an inspection

based on the national inspection themes, the core standards for the inspecting year and any recommendations and requirements from previous inspections, complaint or other regulatory activity.

During the unannounced visit which took place on the 5th July 2006, the Care Commission Officer spoke with:

The manager, depute manager, one director of the company, staff, three parents and some of the children.

The Care Commission Officer also viewed a range of policies, procedures and records that included the following:

- Aims of the service and information leaflet for parents/carers
- Child Protection policy
- Recruitment and Selection policy
- Children's records
- Accident/Incident report system
- Attendance register
- Complaints procedure
- Staff files

Observations were also made on how members of staff worked with the children.

The premises occupied by the nursery were also examined and were found to be fit for purpose.

An audit of the service's safer recruitment policies and procedures was carried out resulting in one requirement and two recommendations as highlighted in this report.

The Care Commission Officer took all of the above into account and reported on whether the service was meeting the following National Care Standards for early education and childcare up to the age of 16:

- Standard 3: Health and Wellbeing
- Standard 4: Engaging with Children
- Standard 7: A Caring Environment
- Standard 10: Involving other Services
- Standard 12: Confidence in Staff

#### **Action taken on requirements in last Inspection Report**

One requirement was made in the last inspection report in respect of the provision of privacy for the older children accessing the service's toilets. The service has satisfactorily addressed this requirement by altering the downstairs toilets to provide more privacy. Two recommendations were also made in the last inspection report. One recommendation has been satisfactorily addressed and the other recommendation is currently being addressed by the management team.

#### **Comments on Self-Evaluation**

Although the self-evaluation form was not submitted prior to the inspection visit, the

management team identified areas for development at the inspection visit. The management team advised that the self-evaluation form was being completed in conjunction with the whole staff group.

### **View of Service Users**

The Care Commission Officer spoke with some of the older children commented on the variety of activities and their positive relationship with staff and each other. On the day of the inspection visit the children appeared to be focused, happy, confident and secure in their respective playrooms.

### **View of Carers**

Eleven parent questionnaires were received by the Care Commission Officers prior to the inspection visit. These forms indicated that the parents/carers were in the main very happy with the quality of care provided. However some parents/carers were not aware of the service's child protection policy. This issue has been identified in this report. One parent was unhappy about the cleanliness and decorative order of the premises. The issue regarding the decorative order of the premises was discussed with the management team and is addressed within this report. On the day of the inspection visit the cleanliness of the playrooms was observed to be satisfactory. Other comments included:

' We feel that staff at Rainbow handle our child both sensitively and thoughtful of her feelings at all times'.

'Both my children have attended Rainbow nursery and I feel that is testament to the quality of care they provide'.

## **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**

Children benefited from a consistent staff group. Parents/carers were informed of the working of the nursery through an information pack, noticeboard and regular communication with staff.

The nursery had in place a suitable Child Protection procedure that had been revised in March 2006. The service had in place a copy of the Edinburgh and Lothians Child Protection Committee Child Protection guidelines. The manager and depute manager also stated that they had been on training for Framework Standards for child protection. Staff demonstrated an understanding of their responsibilities regarding the safety and the protection of the children in their care and most staff had undertaken training.

Policies were in place for health and safety and infection control. In addition, hygiene routines were observed being carried out and these included encouraging the children to wash their hands before meals and after toileting. Staff were observed following a nappy changing routine and had recently introduced a system for the pre-school children who accessed the toilet area in the toddler room to ensure staff could offer appropriate support. The nursery participated in a toothbrushing programme and operated hygienic toothbrushing practices.

The nursery provided meals and snacks for the children prepared by a qualified cook. The manager confirmed that the nursery had recently introduced a 6 week rolling menu that had taken account of the 'Nutritional Guidance for Early Years' document. On the day of the inspection visit it was evidenced that these menus provided for the children a daily intake of vegetables and fruit. Dietary requirements were also taken into account. Parents/carers provided the food and bottles for the babies. Some staff had undertaken Elementary Food Hygiene courses.

All children had access to regular outdoor and energetic play in the fully enclosed garden or by going on local walks. Younger children had the opportunity to sleep any time throughout the day in individual bedding and sleeping children were monitored by staff.

There was a medication policy in place and the nursery had developed a system for

obtaining parental permission and recording medication administered. Some staff had recently undertaken training on the administration of specific medication in response to the individual needs of some children and care plans were in place for these children.

Fire drills were regularly practised and recorded and staff demonstrated a good knowledge of the evacuation procedure. Staff held current first aid certificates and staff had the opportunity to update their training.

### **Areas for Development**

On the day of the inspection visit the service identified the following areas for development:

Due to circumstances two child protection training courses had been cancelled. The manager advised that staff would continue to receive annual training on child protection.

The service plans to provide training for staff on the children's charter and the framework standards for child protection.

The service identified that as the extension plans for the nursery had been put on hold the nursery would be decorated by the end of the year.

The Care Commission Officer supports these areas for development.

The Care Commission Officer identified the following areas for development:

Following comments made by a parent regarding the level of support offered to children in their personal care needs, the management team agreed to remind staff of the importance of balancing a child's independence and privacy with that of infection control and hygienic practices.

Although the service provides a copy of the child protection procedure for parents/carers in the front hallway, consideration should be given to further inform parents of this procedure. The service should also include in the child protection procedure the telephone number of the local Social Work Department. (see Recommendation 1)

In order to further control infection staff should use aprons as part of the nappy changing routine. (see Recommendation 2)

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

#### **Strengths**

On the day of the inspection visit staff demonstrated a good understanding of the development of the children in their care. This was evident through discussion and through the observation of the various activities and resources provided for the children.

Staff were observed to interact with the children in a positive way and further enhanced their learning through the introduction of resources that stimulated and interested them. Staff were

also observed supporting children in their chosen play and care routines and making good use of open questioning to enhance the children's communication skills.

Staff stated that they regularly assessed the children's development and recorded their findings in the children's profiles. Parents/carers had the opportunity to discuss with staff their children's development informally on a daily basis or more formally at 2 parents' nights.

The nursery had recently introduced a new planning system, in conjunction with West Lothian Council Education Department, that incorporated Birth - 3 document, 3-5 curriculum framework and curriculum for excellence.

The nursery had obtained a copy of the Birth to 3 document and were awaiting the delivery of the Birth - 3 training manual.

### **Areas for Development**

On the day of the inspection visit the service identified the following area for development:

The nursery planned to use the Birth - 3 training manual as part of the staff training programme.

The Care Commission Officer supports this area for development.

The Care Commission Officer identified no areas for development in respect of this standard.

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

#### **Strengths**

Written aims and objectives were in place in the form of a Mission Statement and this was shared with parents/carers in the service's information leaflet. Staff were observed to be actively promoting the aims of the service.

Staff were observed to encourage the children to take responsibility for their actions and to respect each other e.g. through sharing and the tidying up routine. Children had the opportunity to choose from a variety of activities and were encouraged to make suggestions regarding play materials. Children who attended the after school club had an input on the activities on offer during the summer holidays. On the day of the inspection visit the children appeared to be happy, confident and contented.

The nursery had in place a policy on managing children's behaviour and staff described suitable ways for promoting positive behaviour that was appropriate for the different age groups. Staff also stated that they would actively challenge bullying and discrimination.

Parents/carers were informed about their children's day by staff verbally or for younger children in a daily diary.

There was a suitable complaints procedure in place and a system in place for recording any complaints. This included the contact details for the Care Commission and was included in



the parents/carers information leaflet.

### **Areas for Development**

Following comments made in the parents/carers questionnaires, the management team agreed to discuss with staff the need to ensure confidentiality when discussing issues with parents.

The Care Commission Officer identified no areas for development.

### **National Care Standard Number 10: Early Education and Childcare up to the age of 16 - Involving other Services**

#### **Strengths**

Through the involvement in West Lothian Council's Education Department Childcare Partnership, the nursery continued to have good links with local authority nurseries. The staff in the after school club had also developed good links with local schools when they collected children. The service had also developed links with other childcare services and agencies.

The management team stated that the service was a member of the National Day Nurseries Association (NDNA) and they met regularly with heads/managers of other private nurseries. Staff also had opportunities to visit and meet with other staff within local authority and private nurseries.

#### **Areas for Development**

The Care Commission Officer identified no areas for development in respect of this standard.

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

#### **Strengths**

There was evidence that staff, had in the main, been recruited in line with the service's recruitment policy.

Staff demonstrated an awareness of the codes of practice and some were undertaking relevant training in order to meet the requirements for registration of Scottish Social Services Council (SSSC). The management team were also aware of the timescale for registration with SSSC.

The service had in place a system for identifying the training needs of staff and held staff training records electronically. Staff had the opportunity to access training through West Lothian Council Education Department.

On the day of the inspection visit the service was observed to be complying with adult:child

ratios and staff had been effectively deployed that made good use of their qualifications, skills and experience to meet the needs of the children.

### **Areas for Development**

The manager advised that copies of the SSSC codes of practice had been ordered for each member of staff and were in the process of assessing staffing structures and training in accordance with the SSSC guidelines.

The Care Commission Officer identified the following areas for development:

Although the service obtained a medical reference for each candidate consideration should be given to obtaining a declaration of mental and physical fitness from each candidate.

The service agreed to consider developing a system for rechecking Enhanced Disclosure Checks and for recording if a check is not satisfactory.

In order for the service to obtain relevant information about candidates they should devise an application form. (see Recommendation 3)

Although there was some evidence that two references had been obtained for some candidates, the service should obtain and retain evidence of written/verbal references for all candidates. (see Recommendation 4)

The service should develop a system to record that a candidate's skills, experience and, when appropriate, qualifications have been checked. This system should also be incorporated in the service's recruitment and selection policy. (see Requirement 1)

## **Enforcement**

There has been no enforcement action taken against this service.

## **Other Information**

A new Certificate of Registration will be sent along with this inspection report to replace the temporary Certificate of Registration.

## **Requirements**

1. The service must ensure that there is a system in place for checking the skills, experience and qualifications of a candidate.

This is in order to comply with:

SSI 2002/114 Regulation 19(2)(a) - a requirement to keep a record of all persons employed in the provision of the service.

Timescale for implementation: 8 weeks or prior to employing a new member of staff (whichever comes first).

## **Recommendations**

1. It is recommended that the local Social Work Department telephone number be included in the child protection procedure. The service should also introduce a way to further inform parents of this procedure. National Care Standards for Early Education and Childcare up to the age of 16, Standard 3: Health and Wellbeing.

2. It is recommended that staff wear aprons as part of the nappy changing routine. National Care Standards for Early Education and Childcare up to the age of 16, Standard 3: Health and Wellbeing.

3. It is recommended that the service should develop an application form for candidates. National Care Standards for Early Education and Childcare up to the age of 16, Standard 12: Confidence in Staff.

4. It is recommended that the service should record evidence that two satisfactory references had been obtained. National Care Standards for Early Education and Childcare up to the age of 16, Standard 12: Confidence in Staff.

**Marilyn Simpson**  
**Care Commission Officer**