

Armitstead Day Care of Children

Armitstead Child Development Centre
Kings Cross
Dundee
DD3 8EA

Telephone: 01382 835100

Type of inspection:

Unannounced

Completed on:

8 March 2019

Service provided by:

NHS Tayside

Service provider number:

SP2004006958

Service no:

CS2005093252

About the service

Armitstead operates from a large purpose-built centre based in the grounds of Kings Cross Hospital in Dundee. The nursery comprises of two playrooms, an observation room, toilet and changing facilities and a parent room. Staff have access to a number of rooms used by physiotherapists and speech and language therapists and large storage cupboards for the storing of specialist equipment and resources.

The service is registered to provide a care service to a maximum of 15 children aged from 0 years to those not yet attending primary school. Staffing of the service will be in accordance with the documented, assessed needs of the children attending at the time.

We wrote this report following an unannounced inspection carried out by two inspectors which took place on 6 March 2019. We gave feedback to the service on 8 March 2019.

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC), Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of Getting it Right for Every Child: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

The aims of the service are:

- Put the needs of your child at the centre of everything we do.
- Support your child to reach their full potential through a stimulating programme of fun activities in a safe and secure environment.
- Provide your child with peer group development in a social environment.
- Promote parent/carer involvement and empowerment.

What people told us

We met with the children and spent time with them during their daily routines and activities including singing and Bookbug. The children appeared to enjoy the activities and were comfortable and relaxed in their surroundings. Children reacted positively to staff voices and interactions.

We had the opportunity to speak with parents during our inspection. They confirmed that they were very happy with the service provided. They told us:

'The service is amazing. I wish I had come earlier. Fantastic support from staff who are approachable.'

'Excellent. Reliable, trusting staff who are friendly. My child makes great progress and they celebrate their achievements.'

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	not assessed
Quality of staffing	6 - Excellent
Quality of management and leadership	not assessed

What the service does well

During the inspection we considered the quality of care and support, from the evidence gathered during our inspection we evaluated this theme as excellent. We also looked at the quality of staffing which we evaluated as excellent.

The children and staff had developed strong bonds. It was evident that the children were comfortable, relaxed and happy during their time at nursery. The staff were kind, caring and had a nurturing approach towards the children. We observed positive interactions between the children and staff. Personalised and individual targets were set for each child. Staff worked hard to incorporate ways of meeting their targets throughout all aspects of the children's daily routines and activities. Staff were confident in explaining how activities linked to children's goals and development.

The service provided children with highly individualised support which enabled them to achieve and succeed. We saw that children's achievements were celebrated throughout the session and that staff were full of encouragement and support to enable children to progress.

Staff had a deep knowledge of each child's individual needs and used this effectively to provide care and support which was of the highest quality. Information was shared very well between the nursery and home and this supported strong communication links and relationships with the families. Staff supported families extremely well to be fully involved and empowered. Parents confirmed that they found staff to be supportive and took time to listen. Parents had opportunities to participate in a range of workshops. They told us that these were very informative and supportive.

The staff told us about the importance of the children's daily routines. We saw that staff had a flexible and responsive approach to each child's routine and adapted their day accordingly. Throughout the inspection we saw a range of communication methods used which were tailored to children's individual needs. Staff were very skilled in using these different communication methods to ensure that children understood what was happening and had appropriate time to respond and make choices. Staff encouraged children to develop their independence and we heard them using lots of positive praise and encouragement throughout the session.

Transitions were very well planned and managed. They involved a team of professionals sharing information to ensure children received consistent care which met their needs. The nursery staff worked with a range of other professionals in a very effective way. We observed the staff working very well as a team and sharing their skills and knowledge with each other. Daily meetings contributed to the positive team work.

We looked at staff files. These were well written and contained a wealth of information which demonstrated staff's commitment. A comprehensive induction was completed. The staff were highly reflective practitioners who were motivated and eager to learn. They were confident and skilled in their role and this was demonstrated through the extremely high quality care and support provided. The service provided a truly individual package of family centred care.

What the service could do better

Staff should continue to access training opportunities to meet the needs of children in their care. We suggested staff should consider further developing their knowledge of schematic play.

Staff should increase their awareness of children who are waiting when they are supporting other children with daily routines. We suggested that they should consider ways to provide stimulating activities during these points and be mindful of pace and challenge.

The service should continue to maintain the outstandingly high practice observed during the inspection and continue to provide excellent outcomes for the children in their care.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

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

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.

Inspection and grading history

Date	Type	Gradings								
14 Mar 2017	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>6 - Excellent</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	6 - Excellent	Environment	Not assessed	Staffing	Not assessed	Management and leadership	5 - Very good
Care and support	6 - Excellent									
Environment	Not assessed									
Staffing	Not assessed									
Management and leadership	5 - Very good									
17 Mar 2015	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>5 - Very good</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	5 - Very good	Staffing	5 - Very good	Management and leadership	5 - Very good
Care and support	5 - Very good									
Environment	5 - Very good									
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Date	Type	Gradings	
25 Feb 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
16 Jun 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
12 May 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good

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