

Pilmuir Primary School Nursery Day Care of Children

Pilmuir Road
Forres
IV36 1HD

Telephone: 01309 672 416

Type of inspection:
Announced

Completed on:
24 March 2021

Service provided by:
The Moray Council

Service provider number:
SP2003001892

Service no:
CS2003016024

About the service

Pilmuir Primary School Nursery is registered to provide a care service to a maximum of 60 children aged from 2 years to not yet attending primary school at any one time. Of those 60 no more than 10 are aged 2 years to under 3 years. At the time of the COVID -19 inspection, overall numbers of children attending was 32.

The vision, value and aims of the service include:

- to provide a safe, happy, caring, secure and stimulating environment for your child.
- to enable children to develop their capabilities as successful learners, confident individuals, responsible citizens and effective contributors to society.
- to help all children prepare for the future.

We undertook this COVID-19 inspection using virtual technology to inspect services. As part of this process, we undertook the following: viewed written documentation and social media, consulted visiting professionals, sought the views of parents and used video meeting technology to view the service during operation, to speak with staff and the service manager.

The service operates from a new purpose built premises situated within the grounds of Pilmuir Primary School Nursery located in a residential area of Forres. The large building is open plan and had a kitchen/ dining area, a sensory room, meeting/break out room and staff room. There is a large, outdoor play area to the rear and side of the building that can be accessed directly from the playroom and is fully secured.

This was a focused inspection to evaluate how well children were being supported during the COVID-19 pandemic. We evaluated the service based on key areas that are vital to the support and wellbeing of children experiencing care during the pandemic. The inspection was carried out by two inspectors from the Care Inspectorate.

What people told us

Parents told us that overall they were really happy with the service. The information shared with them by the manager and staff had assured both them and their child(ren). The friendly and welcoming approach of the staff was appreciated.

Parents had found the level of communication during lockdown beneficial. It had helped the child and their family to maintain a sense of continuity and familiarity with staff, and eased their return to the service. The handouts, videos, and information shared about new guidance and practices instilled confidence. Varied forms of communication helped them to feel involved in their child's care and play experiences. They knew how and when to get in touch with the staff and manager and quickly got responses to queries.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care and support during the COVID-19 pandemic?	5 - Very Good
--	---------------

Further details on the particular areas inspected are provided at the end of this report.

How good is our care and support during the COVID-19 pandemic?

5 - Very Good

5.1: Children's health and wellbeing are supported and safeguarded during COVID-19

- children are nurtured and supported throughout their changed experience in their early learning and childcare setting
- effective communication with families enables responsive care to support children through changing circumstances.

Throughout lockdown the service had maintained links with the children and families through their closed social media group. Staff shared stories and a variety of fun learning activities with children and families. Some staff had involved their own children; this had also helped children using the service and families to connect and engage. Regular contact between parents and the child's keyworker (a practitioner allocated a small number of children to enable a close, secure adult relationship) had enabled staff to be responsive to changes and to maintain or build caring relationships.

The limited numbers of children attending enabled them to be cared for in one group. Children were able to be with the familiar faces of their friends and staff to offer reassurance and to support their wellbeing. A virtual tour of the new building and routines due to COVID-19 had helped families to support their children with the changes. For new children and families, early access to the social media page and key-worker contact had helped children with settling-in.

Safe arrangements had been put in place so that staff were able to provide a friendly and reassuring welcome to the children on their arrival at the service. Play and learning experiences enabled children to have fun and included a messy and block play area, that encouraged creative play. Outdoors children used natural materials such as planks, tyres and tubes to construct, climb and balance and a mud kitchen consisted of real life and natural items. Active play included playground and ball games. Children moved freely between indoors and outdoors.

Children had a well organised and detailed personal plan that reflected the individual needs of the child. It was updated as changes occurred and a system of review also involved parents. This aligned with Getting It Right For Every Child (GIRFEC) as it took a holistic approach to the wellbeing of the child. The SHANARRI (safe, healthy, achieving, nurtured, active, respected, responsible, and included) wellbeing indicators were reflected within shared documents such as the welcome booklet and used in a fun, child friendly way so that children were helped to understand the meaning of them. The manager and staff liaised closely with other professionals to help the child and their families with any challenges they faced.

Staff had an understanding of child protection. Through discussion they had reflected on the potential adversities that children and families may have experienced as a result of COVID-19/lockdown and how they might be addressed and supported.

Communication with families recognised the difficulties that had arisen due to social distancing. Parents considered that overall they were happy with the level of communication. They had particularly appreciated the phone calls from their child's key-worker and the prompt update of any changes. The protected social media pages helped to keep them updated regarding the children's activities/experiences and also provided a platform to share their views.

5.2: Infection prevention and control practices support a safe environment for children and staff

- children are protected as staff take all necessary precautions to prevent the spread of infection.

Staff had attended a COVID-19 induction meeting prior to the service opening, so that there was a shared understanding of, and consistent approach to the new arrangements associated with the national guidance.

Staff told us that they felt confident about the policies and procedures and risk assessments related to national COVID 19 guidance. They spoke about a heightened awareness to keep each other, children and families safe, such as, wearing masks more readily and open access to outdoor play. Regular discussions helped to sustain consistent approaches across the staff team. The premises were clean and well maintained. Cleaning schedules promoted enhanced cleaning and dedicated cleaning staff had clear responsibilities so that children experienced a clean and safe environment.

Children had been supported to understand the need for good hygiene. Hand washing sinks were located throughout the playroom; this aided adequate supervision, although staff considered that children had embraced new routines. Parents told us how their children followed good hand washing practices at home, as a result of the effective support given to them by nursery staff.

Practice within the service had been adapted so that physical distancing was being maintained between adults. Families had been kept well informed of new arrangements and any changes so that they were clear about the expectations of the service, and visual prompts at the entrance also acted as reminders.

There were sufficient supplies of cleaning materials and Personal Protective Equipment (PPE) for personal care and cleaning routines. Clear expectations of children remaining at home when unwell and the Test & Protect programme were readily shared with parents/carers, as part of the necessary precautions to keep everyone safe. The manager had sought the advice of the Health Protection Team (HPT) for guidance when necessary to ensure correct procedures were being followed.

5.3: Staffing arrangements are responsive to the changing needs of children during COVID-19

- staffing arrangements meet the needs of children and families
- staff are well supported and confident.

The service was always appropriately staffed to meet the needs of the children. A higher staff to child ratio was in place due to the size and layout of the premises and the demands placed on staff due to COVID-19. Additional tasks, such as cleaning, had been structured so that the care of the children and their quality of experiences had not been compromised. Parents had been kept up to date with newly recruited staff. Pictures and the roles of each member of staff had been shared with them so that they knew about the changes and support to the children.

Staff considered that the management team had provided and directed them to training in respect of the changes to COVID-19 such as, infection prevention and control and the national guidance.

Staff were confident and clear about their roles, they shared ideas and helped each other. They considered that the staff team worked well together and valued the support from senior practitioners. It helped them to be responsive to the challenge of changing situations and to promote a happy environment for the

children. Staff considered that a planned mentoring programme delivered by senior staff, was going to be beneficial in maintaining a consistent approach toward care and support of the children. Staff were also keen to take ownership of the development of the outdoor play area.

Planned staff meetings, consultation and a support and supervision programme enabled staff to discuss both professional and personal matters.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

The senior management team and staff should continue to extend children's play experiences that can naturally evolve through creativity and exploration, with a view to capturing children's individual needs and interests.

This should ensure care and support is consistent with the Health and Social Care Standards which state that:

As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity (HSCS 1.31)

This area for improvement was made on 26 November 2018.

Action taken since then

New purpose built premises that had a large, secure outdoor play area, new resources and a wider focus on natural and open ended resources had increased exploratory play.

Previous area for improvement 2

The personal plan for the child should provide an accurate reflection of children's needs. Information should be well organised, include known strategies, action to be taken and outcomes, which is reviewed a minimum of 6 monthly.

This should ensure care and support is consistent with the Health and Social Care Standards which state that:

My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices (HSCS 1.15)

This area for improvement was made on 26 November 2018.

Action taken since then

Detailed and well organised plans were in place for each child and a programme of review was in place.

Previous area for improvement 3

The depute head teacher should ensure that the development needs of the staff are identified through formal discussion and that training is planned, shared and evaluated with a view to improving the service and enhancing outcomes for the children.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that:

I have confidence in the people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes (HSCS 3.14) I am confident that people are encouraged to be innovative in the way they support and care for me (HSCS 4.25).

This area for improvement was made on 26 November 2018.

Action taken since then

Partly assessed. Staff participated in a support and supervision programme.

Previous area for improvement 4

The provider and senior management team should establish a continuous, manageable and effective system of self evaluation, that seeks the views of all those involved to improve outcomes for children.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that:

I am supported to give regular feedback on how I experience my care and support and the organisation uses learning from this to improve (HSCS 4.8). I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes (HSCS 4.19).

This area for improvement was made on 26 November 2018.

Action taken since then

Partly assessed. Staff and parents had been invited to give their view about operations and procedures during COVID 19.

Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	5 - Very Good
5.1 Children's health and well being are supported and safeguarded during COVID-19	5 - Very Good
5.2 Infection prevention and control practices support a safe environment for children and staff	5 - Very Good
5.3 Staffing arrangements are responsive to the changing needs of children during COVID-19	5 - Very Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.