

Craigie Park Nursery Day Care of Children

Craigie Park House
Craigie Road
Perth
PH2 0BQ

Telephone: 01738 626 110

Type of inspection:
Unannounced

Completed on:
21 July 2021

Service provided by:
Craigie Park Nursery

Service provider number:
SP2003002155

Service no:
CS2003010101

About the service

Craigie Park Nursery is a privately owned service located in the Craigie area of Perth. The service registered with Care Inspectorate in 2011. The nursery is set on the ground floor of a large villa, where children have access to a large playroom for children aged two to five years, a smaller room for babies, a fully equipped kitchen area and toilet with nappy changing facilities. Children in the 2-5 room enjoy direct access to a variety of garden areas.

The service works in partnership with Perth and Kinross Council and enjoys regular support from a support teacher. The nursery is registered to provide a care service to a maximum of six children 0 - under two years, 10 children two to under three years and 25 children three years and up to 16.

Other conditions unique to the service state that neither visitors to the flatted property situated above the nursery premises nor anyone who resides there (except the manager, Sarah Sharp) shall access the said property via the nursery. The said flatted property must not be used as part of the nursery premises. Neither visitors to the said flatted property, nor anyone who resides there (except the manager, Sarah Sharp) are permitted to be in the nursery premises during nursery hours, or when nursery children are present.

We wrote this report following an unannounced inspection, carried out by two inspectors, which took place on 14 July 2021 and 15 July 2021. We gave feedback to the manager, deputy and local authority representative on 21 July 2021 at the end of our inspection.

As part of this inspection, we took into consideration Key Question 5 - Operating an early learning and childcare setting (including out of school care and childminders) during Covid-19 with a specific focus on Quality Indicator 5.2: Infection prevention and control practices support a safe environment for children and staff. We will report on the overall performance of this indicator in Theme 1 Quality Care and Support.

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 nursery created a vision which is - 'Building a brighter future brick by brick'. This is supported by a list of aims which can be obtained by contacting the service.

What people told us

We provided the service with an online questionnaire to share with parents of children using the service. We received nine responses. All of those who completed our questionnaire agreed or strongly agreed that they were happy with the quality of care and support their child received while in the service.

Some comments included:

'The staff at Craigie Park really care about our child and seem to know him well. It appears to be a very happy place and we find the service very flexible, in terms of meeting our needs. We are very happy we sent him here and will be sending him to wrap around care here in the years to come.'

'Communication has improved but more active involvement in planning/relaying day to day info via email as well as social media would be great.'

'We think this is a wonderful nursery, we would prefer better verbal handovers at the end of the day.'

'Craigie Park has been outstanding in supporting us. So flexible and accommodating and somewhere I have highly recommended to friends. Superb nursery.'

'My child loves the nursery and often asks to go in at the weekend, or anytime we pass. She's very confident with all staff and children. The learning that is going on is shown by all the new facts she comes out with. I love the fact they have the gardens all around the nursery and make good use out of them and use Craigie Hill a lot for the forestry learning.'

'My children love the nursery and enjoy going every day. They are happy and tell me what they have been up to. The nursery staff are brilliant and my kids love seeing the staff. They have done the very best in difficult circumstances.'

'We are very happy with the care our children receive at Craigie Park. We have used Craigie Park for a few years as our oldest child also went there. We wouldn't choose any other nursery. Thank you to all the staff for all the fun experiences they give to our children.'

We saw that children had fun and were enjoying their play. Children spoke with us during the inspection and told us:

'I've got two bits. That's a yellow bit and a blue bit.'

'Look what I made!'

'Hi! Just having my lunch'

'We're getting our sun cream on.'

'I need my water bottle.'

'Hello! You're my best friend. Can you come in and play?'

'I love ice poles.'

'It's a nice day. A bit of a hot day.'

'We went to the inch. We even saw some swans.'

'I can even hop and whistle. And pat my head and rub my tummy'.

Self assessment

The service had not been asked to submit a self assessment in advance of the inspection. We looked at their improvement plan which demonstrated their priorities for development, and how they are monitoring the quality of provision within their service.

From this inspection we graded this service as:

Quality of care and support	2 - Weak
Quality of environment	1 - Unsatisfactory
Quality of staffing	2 - Weak
Quality of management and leadership	1 - Unsatisfactory

Quality of care and support

Findings from the inspection

We identified some strengths in this quality theme, but these were outweighed or compromised by significant weaknesses. Therefore, the quality of care and support has been evaluated as weak.

Children experienced warm, caring and nurturing interactions. They were offered comfort and cuddles from staff where needed, which gave them reassurance. We heard staff offering praise to celebrate children's achievements. Staff should be mindful to use children's names when addressing them to respect children's individual identity.

On the whole staff knew children's needs well. Personal plans were in place for most children attending the service. The staff worked with other agencies to provide additional support to individual children. However, we found inconsistencies in the reviewing of information and a lack of information recorded for children who attended after school and holiday provision. This had the potential for staff to be unaware of and meet children's current needs.

Children were not effectively supported in their learning and development. Observations of children and their next steps in learning did not support children to progress. As a result, planned activities did not support them to achieve and reach their potential.

The lunch time experience was calm and unhurried. Staff sat with the children to support conversations and develop their social skills. Children's lunches were not kept at an appropriate temperature which had the potential to cause children to become unwell. We discussed this with the manager who addressed this during the inspection. On the second day of inspection, we had significant concerns about children being appropriately hydrated and nourished. Children did not have access to drinking water when outside during a particularly hot day. When requested by a child, staff brought water outside. However, the lack of access to drinking water had the potential to cause children to become dehydrated. On the second day of our inspection, children were offered ice lollies for snack which was not substantial or nutritious. We had concerns that children may have been hungry (**see requirement 1**). Further information can be found in Setting the table <https://hub.careinspectorate.com/media/1615/setting-the-table-nutritional-guidance-and-standards-for-childcare.pdf>.

We discussed with staff their role and understanding in protecting children. Staff had an awareness of the services child protection procedure for reporting concerns. This contributed to keeping children safe. However, they lacked knowledge and understanding of the use of chronologies this meant that wellbeing concerns may not be identified and addressed. The practice guide to chronologies can be found here: [https://www.careinspectorate.com/images/documents/3670/Practice guide to chronologies 2017.pdf](https://www.careinspectorate.com/images/documents/3670/Practice%20guide%20to%20chronologies%202017.pdf).

There was no delegated person in charge of child protection concerns when the manager was unavailable. This put children at risk. The child protection policy did not provide current or accurate information. This meant effective guidance was not readily available to support the manager or staff in the event of a concern (Recommendation 1).

We identified areas for improvement in respect of infection control procedures in place to support a safe environment for children and staff. This included the general cleanliness of the environment. We have therefore reported on these areas within the quality of environment theme.

Requirements

Number of requirements: 1

1. To ensure children are appropriately hydrated and nourished the provider must ensure:
 - a. Children have appropriate access to drinking water.
 - b. Children are provided with healthy and nutritious snacks.

This must be achieved by: 26 July 2021.

This is in order to ensure care and support is consistent with the Health and Social Care Standards, which state that: 'I can drink fresh water at all times.' (HSCS 1.39) and 'I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables and participate in in menu planning.' (HSCS 1.33).

It is also in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011(SSI 2011/10) Regulation 4 (1)(a) Welfare of Users.

Recommendations

Number of recommendations: 1

1. The provider must ensure that all staff have the confidence, skills and understanding to protect children from harm and ensure their wellbeing needs are met. To achieve this:

- a. A clear child protection policy should be in place detailing roles and responsibilities for reporting concerns if the manager is not on premises.
- b. Chronologies should be implemented and used to support staff to identify and address wellbeing concerns

This is in order to ensure care and support is consistent with the Health and Social Care Standards, which state that: 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities.' (HSCS 3.20).

Grade: 2 - weak

Quality of environment

Findings from the inspection

We identified major weakness in infection prevention and control practices that required urgent action. Therefore, the quality of the environment has been evaluated as unsatisfactory.

We identified significant concerns around infection, prevention and control practices which put children at risk. For example, we found faeces in the nursery garden which children were using as staff had not effectively checked the garden before use. Indoors, we found multiple infection control issues including uncovered dummies sitting out in the nursery, areas which were visibly dirty and unable to be effectively cleaned and children's water bottles stored unhygienically. These had the potential to cause children significant harm (**see requirement 1**). Effective quality assurance systems were not in place to ensure the environment was clean and safe for children. As a result, this led to the significant issues being identified in this inspection (We have also made requirement under Management and Leadership).

The position of the nappy changing area for older children did not provide appropriate privacy. This resulted in children's dignity not being respected. An additional nappy change area had been introduced in the baby room since the last inspection. This caused significant concerns as it was situated next to the snack and play area. This compromised children's privacy and dignity and was a serious infection control risk with the potential to cause significant harm in the event of an illness outbreak (**see requirement 2**).

Children had opportunities in the nursery garden to explore, take risks and develop their gross motor skills. We observed children developing skills such as balance and coordination. However, the garden lacked opportunities for children to develop in a range of areas across the curriculum, including literacy and numeracy. Some areas, for example, the mud kitchen was poorly resourced and did not enable children to be curious and creative. Resources indoors were very limited and did not provide sufficient opportunities for children to progress and achieve their potential (**see recommendation 1**).

Children had opportunities to explore the local environment which included trips to parks, the beach and woodland. This enabled children to explore the outdoors and engage in more energetic play.

Requirements

Number of requirements: 2

1. To ensure children are cared for in a safe and hygienic environment the provider must ensure:

- a. The premises is of an acceptable state of repair to enable effective cleaning to be carried out
- b. Effective systems in place to identify and address infection control issues.

This must be achieved by: 26 July 2021.

This is in order to ensure care and support is consistent with the Health and Social Care Standards, which state that: 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishing and equipment.' (HSCS 5.22).

It is also in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011(SS1 2011/10) Regulation 4 (1)(a) Welfare of Users.

2. To ensure that the privacy and dignity of children are respected, the provider must submit an action plan, which includes timescales, to the Care Inspectorate that clearly details:

- a. The removal of nappy changing area in the baby room;
- b. The work that is to be undertaken to ensure the main nappy changing area is of an appropriate standard;
- c. The timescale for this work to be undertaken;
- d. Temporary measures that have been put in place to improve the nappy changing area.

This must be achieved by: 26 July 2021.

This is in order to ensure care and support is consistent with the Health and Social Care Standards, which state that: 'If I require intimate personal care, this is carried out in a dignified way, with my privacy and personal preferences respected.' (HSCS 1.4).

It is also in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011(SS1 2011/10) Regulation 4 (1)(b) Welfare of Users.

Recommendations

Number of recommendations: 1

1. The manager and staff should ensure that a range of resources are provided both indoors and outdoors to effectively promote learning in all areas of the curriculum, including literacy and numeracy.

This is in order to 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 chose, 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 2.27).

Grade: 1 - unsatisfactory

Quality of staffing

Findings from the inspection

We identified some strengths in this quality theme, but these are outweighed or compromised by significant weaknesses. Therefore, the quality of staffing has been evaluated as weak.

Staff were warm and kind towards children, supporting them to feel cared for and nurtured. Positive and nurturing relationships were evident throughout the nursery. Children approached staff for help and reassurance throughout the inspection which demonstrated that they developed trusting relationships. Parents commented positively on their children's relationships with staff.

We had significant concerns regarding staff's lack of awareness of the infection control and safety issues detailed in this report. In addition, we found empty coffee cups left around the playroom and a bottle of juice that had been left for several days resulting in mouldy juice that was accessible to children. This contributed to the limited professional awareness of staff's roles and responsibilities to keep children safe and lack of professionalism within the service (**see requirement 1**).

Staff had participated in self-evaluation and reflection of their practice with the support of the local authority/visiting teacher. However, these reflections had not influenced positive change to outcomes for children. For example, basic safety issues and infection control practices had not been identified for improvement. Where staff had identified areas where practice could be improved, insufficient actions had been taken to address these. This demonstrated that staff were not able to drive and sustain improvement (**see recommendation 1**).

Whilst staff had undertaken core training including child protection, we found that effective systems were not in place to identify gaps in staff skills and knowledge. As a result, training and development opportunities had not improved outcomes for children (**see recommendation 1**).

New staff members had an induction checklist. However, this was based on policies and procedure and did not focus on outcomes for children. The induction process was not planned to take account of the varying levels of staff's knowledge and understanding. This meant new staff were not appropriately supported in their role (**see recommendation 1**).

Requirements

Number of requirements: 1

1. To improve outcomes and ensure the safety of children the provider must ensure staff are effectively supported to understand and follow the Scottish Social Services Codes of practice.

This must be achieved by: 27 September 2021.

This is in order to ensure care and support is consistent with the Health and Social Care Standards, which state that: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on practice and follow their professional and organisational codes.' (HSCS 3.14)

It is also in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/10) Regulation 9 (2)(b) Fitness of Employees.

Recommendations

Number of recommendations: 1

1. To ensure children receive high quality care and experiences, the manager should ensure staff have the right skills and knowledge for their roles. To achieve this:

- a. Each staff members training needs should be assessed and appropriate training and development opportunities provided
- b. Staff should be effectively supported to implement their learning from training and development opportunities to improve practice and outcomes for children
- c. Staff should receive a robust induction process that takes account of varying levels of knowledge and understanding
- d. Effective systems should be put in place to assess the impact of training, development and induction processes.

This is in order to ensure care and support is consistent with the Health and Social Care Standards, which state that: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on practice and follow their professional and organisational codes.' (HSCS 3.14)

Grade: 2 - weak

Quality of management and leadership

Findings from the inspection

We identified major weaknesses in the quality of management and leadership which require immediate action to improve experiences and outcomes for children. As a result, we have evaluated this quality theme as unsatisfactory.

Staff told us they felt supported by the management team. Formal supervisions had recently been introduced to support staff. However, feedback did not enable staff to reflect on their practice and identify their learning needs. Support and supervision were ineffective in supporting staff to develop their skills and knowledge (**see requirement 1**).

The culture of self-evaluation for improvement was at a very early stage of development and had not resulted sustained improvements. The improvement plan was ineffective in driving forward change that would result in improved outcomes for children. Planned improvements did not prioritise areas that would have the biggest impact on improving outcomes for children, as a result we had concerns that children safety and wellbeing would not improve (**see requirement 1**).

Ineffective quality assurance systems were in place. There were significant gaps in the areas covered by the quality assurance systems. Poor practice was not identified and as a result was not addressed. Monitoring of staff practice was a descriptive exercise and did not support reflection and improvement. The lack of effective monitoring and evaluation of staff practice contributed to the poor skill set of the staff team. The management team did not sufficiently challenge staff to raise their standards (**see requirement 1**).

Robust systems were not in place to ensure children were kept safe, for example daily outdoor checks failed to identify faeces in the garden area. Insufficient arrangements were in place to ensure the cleanliness of the environment and maintenance and repair of the setting. This resulted in the poor infection control issues identified and put children at risk (**see requirement 1**).

At the last inspection a recommendation had been made regarding recruitment processes. Improvements had been made, however some gaps remained in the recording of information. We asked the service to strengthen the recording of information relating to recruitment checks.

The management team have begun to address some of the issues identified in this inspection and are keen to work with us to support improvement.

Requirements

Number of requirements: 1

1. To ensure improvements are made that have a positive impact on the outcomes for children, the provider must ensure effective and robust quality assurance processes are implemented.

To achieve this the provider must:

- a. Put clear and effective plans in place for maintaining and improving the service
- b. Undertake effective monitoring and audits to ensure areas of concern are identified and addressed promptly
- c. Implement regular and effective support and supervision for all staff
- d. Involve staff in the systematic evaluation of their work

This must be achieved by: 25 October 2021

This is in order to ensure care and support is consistent with the Health and Social Care Standards, which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19).

It is also in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/10) Regulation 4 (1)(a)(b) Welfare of Users.

Recommendations

Number of recommendations: 0

Grade: 1 - unsatisfactory

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

Recommendation 1

Staff should ensure that a range of resources are provided to promote new skills and challenge to children which are appropriate to their age and stage of development.

This is to 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 2.27).

This recommendation was made on 10 June 2019.

Action taken on previous recommendation

This recommendation has not been met. A further recommendation has been made within the report.

Recommendation 2

Staff should review their quality assurance processes to ensure the service is continuously making improvements and offering the best possible service to families and the children within their care.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19).

This recommendation was made on 10 June 2019.

Action taken on previous recommendation

This recommendation has not been met. A requirement has been made within the report.

Recommendation 3

Staff should follow current best practice documents to ensure all staff are appropriately and safely recruited.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state that: 'I am confident that people who support and care for me have been appropriately and safely recruited.' (HSCS 4.24).

This recommendation was made on 10 June 2019.

Action taken on previous recommendation

On the whole recruitment processes had been followed. However there was scope to improve the process further for example the recording of telephone references and checks with Scottish Social Services Council. This recommendation has been met.

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

Date	Type	Gradings
17 Apr 2019	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good Management and leadership 3 - Adequate
24 Oct 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
14 Oct 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 4 - Good
12 Aug 2014	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good
8 Jul 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
6 Jul 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
18 Jan 2012	Unannounced	Care and support 1 - Unsatisfactory Environment Not assessed Staffing Not assessed Management and leadership 1 - Unsatisfactory
16 May 2011	Unannounced	Care and support 2 - Weak Environment Not assessed Staffing Not assessed

Date	Type	Gradings	
		Management and leadership	2 - Weak
23 Jun 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 3 - Adequate
31 Aug 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 4 - Good

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