

Campbeltown Nursery Centre Day Care of Children

Ralston Road
Campbeltown
PA28 6LE

Telephone: 01586 552 397

Type of inspection:
Unannounced

Completed on:
31 January 2024

Service provided by:
Argyll and Bute Council

Service provider number:
SP2003003373

Service no:
CS2003014631

About the service

Campbeltown Nursery Centre is located in Campbeltown. The nursery has a large playroom with a smaller room off the main playroom and has a fully enclosed garden area. The service is provided by Argyll and Bute council. The service is registered to provide a care service to a maximum of 38 children 3 years to those not yet attending primary school full time. Adult: child ratios will be a minimum of:

- 3 years and over - 1:8 if the children attend more than 4 hours per day, or
- 1:10 if the children attend for less than 4 hours per day
- If all children are over 8 years old and over 1:10.

The registered manager is also the registered manager for Campbeltown Aqualibrium Early Learning and Childcare.

About the inspection

This was an unannounced inspection which took place on Monday 29 January, Tuesday 30 January and Wednesday 31 January 2024. The inspection was carried out by one early learning and childcare inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the service registered.

In making our evaluations of the service we:

- spoke with and observed children using the service
- contacted families through email to gather their views
- spoke with staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- Children experienced warm, caring, and nurturing approaches which was supporting children to be secure, happy, settled, and confident.
- Management and staff were knowledgeable in relation to each child's individual needs.
- Staff had been developing resources and a culture of wellbeing through supporting children to manage their feelings and feel safe while in nursery and out with.
- Children had a voice and were able to influence experiences on offer through staff considering and implementing opportunities tailored to children's needs and interests.
- Through staff leadership roles, children and families were learning about risky play indoors, outdoors and in the community.
- Children benefitted from connections to their local community.
- The management team and staff worked very well together creating a culture of shared responsibility.
- The staff team were warm, welcoming, and caring and there was a positive ethos throughout the nursery.
- Further discussions with the provider in relation to the staffing model would enhance outcomes for all children.

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, play and learning?	5 - Very Good
How good is our setting?	4 - Good
How good is our leadership?	5 - Very Good
How good is our staff team?	5 - Very Good

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

Quality Indicator 1.1 Nurturing care and support.

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children, therefore we evaluated this key question as very good.

Throughout the inspection we observed children experiencing warm, caring, and nurturing approaches which was supporting children to be secure, happy, settled, and confident through having developed positive relationships with staff. Children approached staff for cuddles and invited staff to take part in their play and learning. Children experienced positive interactions from staff who were kind, caring and supporting children's emotional security and wellbeing. Parents told us:

'I feel all of the staff know my child well, what he/she needs in different situations, and they are always positive and helpful when it comes to my child. Over and above this my child's key worker is always interested, proactive and nurturing. My child has so much to talk about every day after nursery because there is such a wide variety of activities and learning taking place within the nursery.'

'My child is always happy and confident in the nursery setting which lets me know she/he feels comfortable and is well looked after by the staff who have taken the time to get to know her/his needs.'

'My child has been at Campbeltown nursery centre for almost a year now and he/she has flourished under their care. The staff are so lovely, down to earth real people who genuinely take an interest and joy in the development of the children in their care. I would not want my child to go anywhere else.'

Snack time in the service had been developed to meet the needs of the children, through introducing a breakfast/snack which children could access on arrival to nursery until mid-morning. Staff found this was supporting children who had not had breakfast while also giving children flexibility to eat once they had settled into their morning. Children were offered a healthy start to their busy day with snack options of toast, cereal, and fresh fruit. Staff sat with the children during this time and were observed to be supporting children's independence and developing conversations.

All children and staff gathered for lunch, children were actively involved throughout, lunch time helpers were observed setting up alongside staff, giving responsibility and developing life skills. Staff have reflected on the lunch experience resulting in children being unhurried and having a relaxed atmosphere. Staff ate alongside children, supporting individuals, ensuring children received a caring and positive social experience.

During lunch children were encouraged to self-serve, supported to pour drinks and clear away after eating. Children were relaxed and observed to be enjoying the food provided. After eating children were free to access the playroom activities or go outdoors. Fresh water was available throughout the day and children were encouraged to be hydrated and were independently accessing water stations inside and outside.

Children's overall wellbeing was supported through the service developing personal plans, 'all about me' evidence supported staff with information on children's, health, wellbeing, and safety needs. This was in collaboration with parents and transition from other nurseries and childminders when needed.

Management and staff were knowledgeable in relation to each child's individual needs. They had developed strategies and areas of development clearly identifying how they supported children to have a positive experience while in the nursery. We found this was supporting children's resilience and developing positive outcomes.

Risk assessments and individual support plans had been developed for children who required additional support. The service was working hard to continue to gain support and link with relevant agencies for example health visitors and speech and language therapists. Management advised that gaining support from some external agencies was proving difficult due to lack of resources. We would ask management to continue to seek out supports where required, while developing and reviewing personal plans, working alongside families and the local authority to gain the support each child needs to develop and progress.

Staff had been developing resources and a culture of wellbeing through supporting children to manage their feelings and feel safe while in nursery and out with. The staff team have developed approaches and resources to work with children using mindfulness strategies which were beginning to support children to settle, self-regulate and have positive experiences. We would encourage the staff to continue this journey while involving parents to support children's development and wellbeing.

Policies and procedures were in place to support staff to safely administer medication to children who required it during nursery. Following the last inspection the service had updated and reviewed medication templates, storage of medication and their policy and procedures in line with best practice guidance 'Management of medication in daycare and childminding settings.'

Quality Indicator 1.3 Play and learning.

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children, therefore we evaluated this key question as very good.

We observed children who were happy and engaged through leading their own play and learning with support from staff when needed. Staff and management had developed the opportunities and play spaces following the last inspection with consideration to providing experiences to develop children's curiosity, imagination, and creativity. These included both planned and spontaneous experiences which were supporting children to develop friendships, work alongside and with their peers while supporting children's progression in literacy and numeracy skills.

We found children had a voice and were able to influence experiences on offer through staff considering and implementing opportunities tailored to children's needs and interests as well as through discussions with parents. This was evidenced within the floor books where children's progression and learning was recoded, evaluated, and documented the child's voice.

Online learning journals were in place for all children, and these were available for parents to access, comment and connect on their child's progress of play and learning. Observations documented linked to children's individual needs and progress. This evidence was also documented within the nursery floor books and personal plans showing children's progress and achievements. Most planning was based on children's interests and staff observations of individual children's needs.

We would continue to encourage staff and management to keep developing play and learning through focused observations, making effective assessments, while providing provocations, reflecting, and reviewing the environment and how they document children's progress and achievements.

All children had access to free flow outdoor play. Children were supported when accessing outdoors where they took part in physical play, digging, riding on the bikes, running and climbing. Staff and children had recently taken part in the 'play and pedals sessions' and this was having a positive impact through children having access to bikes outdoors. This was encouraging children's confidence, individual abilities as well as supporting children to keep safe while using a bike.

Through staff leadership roles children and families were learning about risky play indoors, outdoors and in the community, for example walks with the 'kelly kettle' in the woods where children made hot chocolate, walks to local parks and beaches. A family 'book bug' engagement session set around 'Halloween', enabled an evening of cooking marshmallows on the nursery campfire while having a story. This was supporting children and family's confidence, knowledge of outdoors and risky play while developing children's, play and learning.

Children benefitted from connections to their local community, through visits to the local playgroup where children and staff were developing links, relationships and experiences with parents and children. Visits to Kintyre care home as part of the nursery intergenerational project enabled children and residents to enjoy stories, games, singing and developing friendships. The nursery recently had a visit from the local police officers who were supporting children to understand road safety when out and about, this was further developed through the children having the opportunity to visit the local police station. These links with the community were supporting children to have a sense of belonging, develop social skills and learn about people's jobs while making connections and learn alongside others. Parents told us:

'I love the inclusiveness of the setting. The children are well cared for and have access to both indoor and outdoor play. They go out on many trips/walks and visits which my child enjoys very much.'

'My child thoroughly enjoys every aspect of the nursery. She/he is kept engaged with the ever-changing activities and always has lots of fun. They do a lot of outdoor play and go out on little trips to the park or the local police station/fire station. My child especially loves her /his weekly trip to the nursing home.'

'My child very much enjoys risky play, and the staff are aware and ensure she/he is safe while still exploring all the climbing apparatus.'

How good is our setting?

4 - Good

Quality Indicator 2.2 Children experience high quality facilities.

We evaluated this key question as good where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

Children were cared for in an environment that was welcoming and well ventilated. Furniture was child sized and there were soft furnishings for relaxation and comfort for children to relax. There was a secure entry system and there was a sign in system for visitors attending the service.

Following the last inspection, staff and management have worked hard on developing, reflecting, and reviewing the environments and areas accessed and available to the children. Furniture, resources, and lighting now create an environment that is comfortable, engaging and give a message that children matter. Children's artwork was displayed throughout which celebrated their achievements.

The quiet room has been developed to support children requiring time and space away from the busy playroom, enabling them time to reflect, regulate and have a quiet play space on their own or with others. Staff and management have been on a journey of improvement. As a team they have reviewed play spaces through reducing the number of tables resulting in children being more engaged and interested in play and learning experiences on offer. Resources were also more accessible and creative which was developing children's imaginations. This was having a positive impact on children's engagement as staff considered children's individual stage of development through supporting, extending, and responding to children's interests in play and learning. Parents told us:

'To me there is a wide variety of quality toys available, and I have noticed that the staff change what is available regularly to ensure variety and new play opportunities.'

'The garden is a great space filled with resources that encourage my child to use his/her imagination and gross motor skills.'

'I feel that the nursery setting and the way it is laid out is extremely welcoming for my child. There are a variety of cosy, comfortable and quiet areas that are available to my child.'

'The facilities in the nursery and out in the garden are fantastic. A lot of creativity and imagination goes in to setting up every day and it is always kept very clean.'

'There are many areas all catering to each child's individual interests. The sensory area is great and when you walk in it does not look like a boring square room with chairs and tables. Each area compliments the other giving a very homely and natural feel. The lighting is low, and cosy giving a calming and relaxing environment to learn and play.'

Appropriate maintenance had been undertaken outdoors to support a safe and secure environment for children to access. We identified that some areas outdoors were still in need of being developed further to create a more inviting space for children to play and enrich their learning. We recognise the service has plans in place for this to be developed over the coming months. Since the last inspection, the service has recently employed a janitor who has embraced the life of a busy nursery and is having a positive impact on the daily maintenance required inside and outside of the service.

To ensure children's health and wellbeing are protected, appropriate maintenance has been carried out in the children's toilet and kitchen area to minimise and prevent the spread of infection. The nursery is currently awaiting a newly fitted kitchen within the coming months. This will enhance experiences and opportunities for children to develop life skills in cooking and kitchen safety, while supporting staff at lunch and snack.

Overall, staff demonstrated good practice in infection prevention and control. For example, they modelled good hand hygiene, children were regularly reminded to wash hands at appropriate times such as before and after eating which encouraged them to develop healthy habits.

How good is our leadership?

5 - Very Good

Quality Indicator - 3.1 Quality assurance and improvement are led well.

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children, therefore we evaluated this key question as very good.

We found the management team and staff worked very well together creating a culture of shared responsibility. Following the last inspection, we can see that the team had taken time to reflect and identify the improvements required for the service to move forward in a positive way for the children, families, community, and staff team. This has been with a focus on delivering the best outcomes and we are confident that the service will continue to grow and move forward. Leadership was promoted through the whole staff team this was having a positive impact on staff confidence and their ability to support and deliver positive outcomes which was supporting children and families to reach their full potential. Staff told us:

'Our manager is professional and approachable. She has always worked with an open-door policy. During meetings or training days she provides us with clear and precise information on whatever the topic is. She has a very good way at explaining things. From the first day of starting in her role she has been active in encouraging all staff to take more ownership of their work. I have always found her to be very supportive.'

'Approachable and effective leadership within the setting.'

'Colleagues work well to provide a relaxed setting for children to develop and progress.'

'Good leadership and effective staff team.'

Management and the staff team had plans in place to support improvement. We found the service had developed an action plan following the last inspection as well as an improvement plan and monitoring calendar identifying the key priorities. The setting used processes for self-evaluation, through collaborating and involving staff and documenting progress within their big book.

Management had developed a process of monitoring to support staff practice, staff engagement, resources, and the environment. This was having positive improvements through management giving constructive feedback on what was working well and what still needs to be improved. We can see evidence of progress that has been made on priorities identified. We would encourage management and staff to continue reflecting and reviewing to ensure their pace of change is sustained and they continue to deliver positive experiences and outcomes for children, families, and the nursery as a whole.

Children and families' views were actively sought to inform the developments of the setting through daily discussions, meetings, questionnaires, and newsletters. We would encourage management to feedback to parents on developments following consultation with parents and children to assure parents their voice has been heard and recognised. Parents told us:

'The nursery sent out a settling in questionnaire asking for views and opinions and I feel that feedback was taken on board and solutions were provided.'

'I feel that the lead practitioner knows my child very well and is always available and open to enquiries and I'd feel very comfortable in speaking with her if needed.'

As part of the service's improvement journey the management team in partnership with children, families and staff would benefit from reviewing the service's vision, values, and aims. With the aim of developing a shared vision, that positively informs practice and compliments and reflects the aspirations of nursery children, families, and wider community.

How good is our staff team?

5 - Very Good

Quality Indicator - 4.3 Staff deployment.

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children, therefore we evaluated this key question as very good.

The staff team were warm, welcoming, and caring and there was a positive ethos throughout the nursery. The nursery was appropriately staffed to meet the needs of most of the children and staff were suitably deployed throughout the day to meet children's needs. The ethos throughout the service was a focus on the children as individuals ensuring that all staff treated children with respect. Staff worked well together as a team and their different skill sets and knowledge complimented one another resulting in positive interactions with the children. Parents told us:

'The staff are very approachable and always ready to welcome my daughter/son in the morning which helps her/him settle into the day faster.'

'Staff are welcoming and friendly. I feel that my child is well looked after in this setting and are very quick to respond to, and deal with, any issues my child has had at nursery.'

'This nursery is a great wee team. I am very happy with the care my child receives. My child has so much fun here and has made lots of friends. She/he is always happy to go to nursery.'

Staff moved in response to children's requests, for example when children were accessing outdoor play and when children required one to one support. They positioned themselves appropriately for maximum supervision both indoors and outside. Staff communicated well with each other, and transitions were planned, and children were familiar with the daily routine.

Staff were effectively supported by the management team who spent regular time on the nursery floor. This helped to build positive working relationships and allowed time for professional discussion. Staff were happy, engaging and sharing tasks through working as a team. Staff lunches were organised to minimise disruption ensuring the day ran smoothly to support the play, care and learning of the children.

Staff had time at the end of the day to reflect, discuss children individually and as a team plan for the following day. Staff meetings were held regularly to discuss, planning, supporting children, what was working well within the nursery and any areas they wanted to improve.

We acknowledge that management have been carrying out a review in relation to supporting children's needs and the deployment of staff. To support continued positive outcomes for all children further discussions with the provider in relation to the staffing model would enhance outcomes for all children.

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

To support children's health, welfare and safety needs the manager and staff should ensure information gathered for individualised personal plans are streamlined and consolidated with a focus on more detail to include but not be limited to identified support strategies, next steps, and linked to progression pathways. That plans are reviewed and updated at least every six months or before if required along with children and parents' views.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) 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 6 October 2022.

Action taken since then

The service has developed and streamlined all personal plans in place for children present. Strategies, next steps, and links to children's progress were identified. Staff were knowledgeable about the format of the plans and how they support children's health, wellbeing, and safety as well as children's progression in play and learning. Plans are being reviewed regularly. This area for improvement has been met.

Previous area for improvement 2

To keep children safe and healthy, management should update recording formats, storage of medication, policy and guidance procedures for administration of medication in line with the current best practice guidance 'Management of Medication in Daycare and Childminding Services'.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

This area for improvement was made on 6 October 2022.

Action taken since then

We sampled medication held for children who required it while in the service. Medication recording formats, storage and recording were in line with best practice guidance. This area for improvement has been met.

Previous area for improvement 3

To support children's play and learning staff should;

- further develop their knowledge and understanding of child development, relevant theory and practice.
- Continue to build as team on their experience and expertise to fully meet children's needs through high quality interactions, this includes but is not limited to; extending children's thinking and

widening their skills to support them in developing their interests and leading on their play and learning.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My care and support meets my needs and is right for me'. (HSCS 1.19)

This area for improvement was made on 6 October 2022.

Action taken since then

The whole staff team along with support from management have developed and progressed to support children's play and learning with a focus on delivering positive outcomes through reviewing the experiences delivered to children, supporting, and responding to children's interests and enabling them to lead on their own play and learning. Staff have taken on leadership roles, are regularly reviewing, and reflecting as a team with a focus on what is working well and what needs to improve. This area for improvement has been met.

Previous area for improvement 4

To ensure children experience high quality facilities that are safe and secure and support children to play and rest in an environment that is inviting and enriches their learning the provider should review and undertake appropriate maintenance within the garden area.

This is to ensure that 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, furnishings and equipment' (HSCS 5.22)

This area for improvement was made on 6 October 2022.

Action taken since then

Maintenance has been carried out within the garden area to support a safe environment for children. Further maintenance is planned within the coming months. We are confident with the plans the service has in place will continue to provide a safe environment for children to play and rest. This service has appointed a part time janitor who is supporting the service to maintain areas inside and outside. This area for improvement has been met.

Previous area for improvement 5

To ensure children's health and wellbeing are protected the provider should ensure appropriate maintenance is carried out in the children's toilet, nappy changing and kitchen area to minimise and prevent the spread of infection.

This is to ensure that 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, furnishings and equipment' (HSCS 5.22)

This area for improvement was made on 6 October 2022.

Action taken since then

The service has had appropriate maintenance undertaken to support and minimise the spread of infection within the toilet and kitchen area. The service has plans in place to replace the kitchen and this

modernisation will help staff to deliver better outcomes and experiences for children. This area for improvement has been met.

Previous area for improvement 6

To support better outcome for children management should be more rigorous and act promptly on improvements identified following any monitoring or observations carried out. Management should develop and implement robust quality assurance systems with a focus on, monitoring the nursery environment, staff deployment, practice and engagement.

This is to ensure that management and leadership is consistent with the Health and Social Care Standards that state, '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 6 October 2022.

Action taken since then

Management have developed and are recording and reviewing robust quality assurance systems. Evidence sampled shows management are observing, meeting, and supporting staff to develop. Any improvements identified are being actioned, discussed, monitored, and reviewed. This area for improvement has been met.

Previous area for improvement 7

To ensure positive outcomes for children during lunch and outdoor play management should monitor and review the deployment and positioning of staff with a focus on staff engagement and effective supervision.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'My needs are met by the right number of people' (HSCS 3.15).

This area for improvement was made on 6 October 2022.

Action taken since then

Staff deployment has improved with a focus on outcomes for children. Staff were deployed to meet the needs of the children present and were positioning themselves inside and outside with a focus on supporting and engaging with children, while ensuring effective supervision. This area for improvement 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.

Detailed evaluations

How good is our care, play and learning?	5 - Very Good
1.1 Nurturing care and support	5 - Very Good
1.3 Play and learning	5 - Very Good
How good is our setting?	4 - Good
2.2 Children experience high quality facilities	4 - Good
How good is our leadership?	5 - Very Good
3.1 Quality assurance and improvement are led well	5 - Very Good
How good is our staff team?	5 - Very Good
4.3 Staff deployment	5 - Very Good

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