

# Rainbow Nursery - Paisley Day Care of Children

Fullerton Street  
Paisley  
PA3 2NN

Telephone: 01418 404 080

**Type of inspection:**  
Unannounced

**Completed on:**  
16 February 2024

**Service provided by:**  
Childcare First Limited

**Service provider number:**  
SP2003001011

**Service no:**  
CS2003004867

## About the service

Rainbow Nursery-Paisley is registered to provide a day care of children service to a maximum of 45 children not yet attending primary school at any one time. Of those 45, no more than six are aged under two-years; no more than 15 are aged 18 months to under three-years, of whom no more than three children should be aged between 18 months and two-years, and no more than 24 are aged three-years to those not yet attending primary school.

An additional condition of registration is; the outdoor space has been taken into account when agreeing the maximum number of children aged three-years to those not yet attending primary school. Children must have access to the outdoor space at all times.

The nursery is located in Paisley, Renfrewshire. It is situated in a purpose-built building on grounds adjacent to St James' Primary School. The service is provided by Childcare First Limited. The nursery is located within walking distance of local shops, parks and amenities.

Children aged three to five-years have access to a playroom and a secure covered outdoor space. There is an additional large outdoor garden. Children aged two to three-years have access to a smaller playroom. Babies have access to a small, cosy playroom. The babies and two to three-year-olds share a covered outdoor space.

## About the inspection

This was an unannounced inspection which took place on 15th and 16h February 2024. The inspection was carried out by two inspectors 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 last inspection.

In making our evaluations of the service we:

- Spoke with people using the service
- Spoke with staff and management
- Gathered feedback from families by online questionnaires
- Observed practice and daily life
- Reviewed documents
- Spoke with a member of the board.

## Key messages

During this inspection we followed up four requirements made at the last inspection:

- The service had made some progress for two of the requirements made. We agreed that more time was required to fully embed the new processes, templates and practice for the team.
- The service had made satisfactory progress to meet two of the requirements made.
- Children were happy, settled and having fun in the service.
- Staff were warm, welcoming and approachable during the inspection process.
- We will report on the outstanding requirements at the services next full inspection.

## 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?	2 - Weak
How good is our leadership?	2 - Weak

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

## How good is our care, play and learning?

## 2 - Weak

We made an evaluation of weak for this key question. Whilst some strengths could be identified, these were compromised by significant weaknesses. The team continue to implement and embed new process, paperwork, and auditing in response to our requirement set.

During our inspection we observed children's experiences within the playrooms, staff practice and approaches. We found children were happy and having fun with peers and staff on the days of inspection. Staff we spoke to knew children's individual needs and could tell us about their next steps. We observed staff providing warm and responsive care to children attending, offering cuddles and praise when appropriate. We received a mixed response from parents to our question 'My child is safe whilst in this setting' with the majority of parents strongly agreeing or agreeing to this question. Three parents disagreed and one parent did not know.

We sampled personal plans and found they had been audited and updated as requested at the previous inspection. We found children's personal plans to be better organised, with clearer information and next steps recorded to support children's health, play and learning.

All children attending the service now had a chronology in place which staff were using appropriately to record significant events in children's lives. This ensured staff provided children with the right support at the right time. Staff told us they understood the importance of chronologies to record concerns and significant events. Staff told us they felt more competent completing chronologies for children in their care.

The team had undertaken a variety of training since the previous inspection such as: Child protection, leadership in child protection, adverse childhood experiences, understanding chronologies and GIRFEC training. Staff told us they felt more confident in safeguarding and child protection process and procedures in the nursery. Staff told us they understood their role and responsibility in keeping children safe.

Child protection information and records were now accessible but stored securely in the nursery. When sampling records we identified one occasion where the relevant authorities were not contacted for advice or follow up by the service. Whilst the team had recorded the incident and advised they monitored for any further concerns or indicators we asked the service to reflect on their response to ensure links with other organisations, which could assist in the protection of children, are fully effective.

The senior leadership team completed monthly child protection audits, and we could see evidence that this had highlighted some actions to be completed. However, following the one occasion noted above, we have asked the service to revisit the auditing process to ensure it is sufficiently developed and implemented to support effective child protection policies and procedures within the team.

**How good is our leadership?****2 - Weak**

We made an evaluation of weak for this key question. Whilst some strengths could be identified, these were compromised by significant weaknesses. The team continue to implement and embed new process, paperwork, and auditing in response to our requirement set.

During our inspection we sampled registers, staff rotas, supply staff rotas and staff sign-in sheets and identified the service were working within minimum ratios. A member of the senior leadership team was available at all points of the day to provide support and guidance. We are aware of the ongoing impact of staffing and the challenge this presents for the service. However, on the days of inspection there were not enough staff available to meet individual children's needs in the 3-5 room and over lunch time. We have discussed staff deployment with the senior leadership team and asked them to review staff rotas during busier times of the day. Most parents agreed or strongly agreed with our question 'There are always enough staff in this setting'. Nine parents disagreed or strongly disagreed.

During our observation within the playrooms we saw kind, responsive and nurturing care from staff. Staff knew the children well and could tell us their individual support needs. Staff communicate well with each other in the play rooms. Staff told us they felt their practice had been developed through access to recent training courses, such as adverse childhood experiences, child protection, learning provocations and schematic play training. Staff were committed to trying to get it right for children in their care and continuing to develop the provisions available. We received many positive comments from parents about the staff within the nursery. Describing staff as 'Fantastic', 'Caring', 'Friendly' and 'Nurturing'.

The senior management team, with support from the local authority, had introduced a calendar and templates to support quality assurance processes. We saw evidence that monitoring was taking place by the senior leadership team for personal plans, learning journals, the environment and health and safety. However, the system is still being embedded and is not yet robust enough to fully impact outcomes for children given the current staffing challenges.

The team had reviewed and updated the service's improvement plan following the previous inspection and requirements made. We could see actions had been progressed within the timeframes set out in the plan. We could see evidence of staff being involved in the improvement plans and actions. For example, reviewing the lunch time experience and resources available. The service was still at an early stage of self-evaluation, but we could see some evidence of how these conversations could impact outcomes for children. The senior leadership team had reviewed the Care Inspectorates notification guidance and have submitted appropriate notifications when required.

The senior leadership team had actioned maintenance and environmental issues highlighted at the previous inspection. The boiler had been repaired which ensured there was warm water available to support effective handwashing. The outdoor spaces had been tidied with any unsafe equipment removed. Plants, shrubs, and the grass had been tended to ensure a safer environment for children to play and learn. The changing space for children 0-2 years had been upgraded to respect children's dignity and privacy. A maintenance log was in place, we could see evidence of quotes and invoices from tradesman to complete other issues highlighted such as lighting in the car park and a refurbishment of 3-5 room toilets. Most parents agreed or strongly agreed with our question 'My child attends a setting that is clean and well maintained'. Six parents disagreed and three parents strongly disagreed. We discussed some of the environmental and maintenance issues highlighted by parents for the service to add to the maintenance log.

## What the service has done to meet any requirements we made at or since the last inspection

### Requirements

#### Requirement 1

By 3 November 2023, to ensure children are safeguarded, the provider must ensure the manager and staff have the skills, knowledge and experience appropriate for the role in which they are employed to protect children from harm.

The provider must, at a minimum:

- a) complete a child protection audit for all children attending the service;
- b) ensure the manager and staff are competent in and knowledgeable about national, local, and the service's own child protection procedures, and Getting it right for every child (GIRFEC);
- c) ensure the manager and staff are competent in using chronologies and child protection records to assess the level of risk to children, and that any concerns identified are reported to the relevant authorities timeously; and
- d) ensure effective systems are in place to review and audit chronologies and child protection records, and appropriate actions have been taken.

This is to comply with Regulation 4(1)(a) (Welfare of users) of The Social Care and Social Work and Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI 2011/2010).

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

**This requirement was made on 7 September 2023.**

#### Action taken on previous requirement

As noted under key question one, the team had made some progress with the requirement. We will reassess the team's progress at the next inspection.

**Not met**

#### Requirement 2

By 3 November 2023, the provider must ensure that children are effectively supported and supervised in order to keep them safe.

To do this, the provider must, at a minimum:

- a) ensure that at all times suitably qualified, competent, experienced, and knowledgeable staff are working in the care service in such numbers as are appropriate to meet the health, welfare, and safety needs of all children;
- b) ensure that staff provide children with consistent care and support throughout their day that meets their varied and specific needs;
- c) staff childcare practice and deployment is monitored to ensure the health, safety, and welfare of all children; and
- d) ensure that effective monitoring and supervision of staff is undertaken by the management team.

This is to comply with Regulation 4(1)(a) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "My needs are met by the right number of people" (HSCS 3.15) and "I have confidence in 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).

**This requirement was made on 7 September 2023.**

#### Action taken on previous requirement

As noted under key question three, the team had made some progress with the requirement. We will reassess the team's progress at the next inspection.

**Not met**

### Requirement 3

By 1 December 2023, the provider must ensure that effective management and leadership arrangements are in place at all levels to improve the service.

To do this, the provider must, at a minimum:

- a) ensure there are suitable managerial arrangements in place in the absence of the manager and/or depute manager. This should be clearly communicated to staff;
- b) ensure that accurate and complete records of attendance are kept for management and staff employed in the provision of the service;
- c) ensure that the manager carries out regular, effective, and focused monitoring, supervision, and quality assurance across the setting to ensure outcomes for children are improved;
- d) develop and implement a clear improvement plan to ensure the quality of the service is improved; and

e) ensure that the management team make appropriate notifications to the Care Inspectorate when certain events take place.

This is to comply with Regulation 4(1)(a) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I use a service and organisation that are well led and managed" (HSCS 4.23).

**This requirement was made on 7 September 2023.**

### Action taken on previous requirement

As noted under key question three, the service had made satisfactory progress to meet the requirement set at the previous inspection.

**Met - within timescales**

## Requirement 4

By 6 October 2023, the provider must provide a safe environment for children.  
To do this, the provider must, at a minimum:

- a) make arrangements to repair the boiler system to ensure that the heating can be adjusted to provide comfortable temperatures within the building for children and staff;
- b) ensure there is warm water for hand washing, at all times;
- c) the outdoor area should be made safe to reduce risks for children and ensure they have access to all play space; and
- d) develop a system to quickly address maintenance issues that may compromise safety.

This is to comply with Regulation 4(1)(a) (Welfare of users) of The Social Care and Social Work and Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI 2011/2010).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "My environment has plenty of natural light and fresh air, and the lighting, ventilation, and heating can be adjusted to meet my needs and wishes" (HSCS 5.21).

**This requirement was made on 7 September 2023.**

### Action taken on previous requirement

As noted under key question three, the service had made satisfactory progress to meet the requirement set at the previous inspection.

**Met - within timescales**



## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Detailed evaluations

How good is our care, play and learning?	2 - Weak
1.2 Children are safe and protected	2 - Weak
How good is our leadership?	2 - Weak
3.3 Leadership and management of staff and resources	2 - Weak

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