

# Seton House Nursery Day Care of Children

3 Seton Terrace  
Dennistoun  
Glasgow  
G31 2HU

Telephone: 01415 501 587

**Type of inspection:**  
Unannounced

**Completed on:**  
14 March 2024

**Service provided by:**  
Ms Christina Ritchie

**Service provider number:**  
SP2003001173

**Service no:**  
CS2003005654

## About the service

Seton House Nursery is registered to provide a care service for 54 children at any one time. Of the 54 children registered, no more than 28 children should be aged under two years.

Seton House Nursery is based in a three-story townhouse in the Denniston area of Glasgow. Children are accommodated across three play areas, with some areas made up of multiple rooms. Children also have access to two small outdoor areas. The service is near to Glasgow city centre, local amenities, and public transport.

## About the inspection

This was an unannounced follow up inspection which took place on Thursday 14 March 2024 between 09:00 and 16:30. 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 children attending the service
- spoke with the management team and staff
- observed practice and daily life for children attending the service
- reviewed documentation.

## Key messages

- The provider, manager and staff team had made significant progress in improving the nursery environment to be, homely, safe, clean and well maintained.
- The manager had implemented processes to ensure staff were registered or registering with the Scottish Social Services Council.
- Infection, prevention and control practices had improved.
- The provider should continue to recruit staff.
- The manager and provider should continue to develop systems to support effective staff deployment, and develop staff skills.
- The manager and provider should ensure robust self-evaluation and quality assurance systems are in place.
- The provider and manager should continue with the mentoring of senior staff, and management recruitment to ensure appropriate management are in place to manage the service at all times.
- Improvement are needed to the outdoor spaces at the service.

## 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 setting?	3 - Adequate
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Further details on the particular areas inspected are provided at the end of this report.

## How good is our setting?

## 3 - Adequate

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

### Quality indicator 2.2: Children experience high quality facilities.

Improvements had been made to the nursery environment. Play spaces had been freshly decorated and new flooring had been fitted. Furniture had been deep cleaned and reorganised within the nursery rooms. Play spaces benefited from natural light and ventilation through open windows. The environment was welcoming and homely for children sending a message that they matter.

The staff team were beginning to make changes to the indoor environment with new resources. We sampled evidence that staff and children had been consulted about resources they needed to develop areas that would better support children's play and learning. Staff told us they reflected on their environment as they developed it. They were able to request further resources each week, and these had been successfully sourced. With the increased resources, spaces reflected children's interests and were appropriate for their current stages of development. As a result, we observed children to be engaged in more meaningful play. The manager and the provider should continue to liaise with staff to purchase new resources as they further develop their environment.

The manager and staff team told us they were planning to develop the outdoor environment next. The outdoor areas were safe for children to use but lacked resources to support play. Children did not access these areas during the inspection and the manager informed us this was due to staffing issues on the day. The outdoor area should be developed to ensure they offer children a chance to enhance their skills outdoors while supporting their wellbeing and physical development. See area for improvement 1.

Arrangements were in place for monitoring, maintenance, and repair of the building. Staff had taken part in risk assessment training and had completed daily risk assessments. Recorded risk assessments highlighted a range of potential risks, and detailed clear mitigations and measures that were in place to support the environment to be safe. This meant children benefitted from being in a safe, secure and well-maintained environment.

Staff had received appropriate training on infection prevention and control and were confident in ensuring a safe environment for themselves and the children in their care. Children and staff were consistent with washing hands before and after transitions. Play spaces were visibly clean, and appropriate cleaning schedules were in place and completed accurately. Staff had access to Personal Protective Equipment (PPE) and appropriate cleaning materials; these were stored safely. We concluded children and staff were being protected from the possible spread of infection.

Children's information was stored safely in line with best practice guidance in the office. Staff could access the information with authority from the manager when required.

### Areas for improvement

1. The provider and manager should develop the outdoor environments at the setting. Children should have access to quality outdoor physical play in the fresh air throughout their session.

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

'As a child, I play outdoors every day and regularly explore a natural environment' (HSCS 1.32).

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

### Requirements

#### Requirement 1

By 10 January 2024, the provider must submit an action plan detailing the actions planned to make the building wind and watertight within a reasonable timescale. This is to ensure that children are cared for within an environment that is safe and secure.

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 environment is secure and safe' (HSCS 5.19).

**This requirement was made on 5 December 2023.**

#### Action taken on previous requirement

The manager submitted an action plan to the Care Inspectorate by 10 January 2024, detailing the improvements that would take place to ensure the building was wind and water tight. During the follow up inspection we noted all repairs detailed within the action plan had been appropriately carried out. The building was wind and water tight. This meant children were being cared for in an environment that was safe and secure.

We therefore concluded this requirement had been met.

**Met - within timescales**

#### Requirement 2

By 26 February 2024, the provider must ensure that children are cared for within an environment that is safe and secure.

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

- a) ensure that all boundaries and gates are in good repair and secure the spaces used by children
- b) ensure staff receive appropriate training and support to recognise and manage any risks of harm to children
- c) ensure all radiators are fitted with appropriate covers to protect children from injury
- d) ensure furniture within playrooms is in good repair and appropriately attached to the wall where required

f) ensure recorded risk assessment are updated and identify possible risks for children, staff and visitors, with clear mitigations and measures to protect people from the risk identified.

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 environment is secure and safe' (HSCS 5.19).

**This requirement was made on 5 December 2023.**

### Action taken on previous requirement

The manager had devised an action plan in response to the requirement. The action plan set out timescales for all the work to be completed. During inspection we observed the following repairs had taken place:

- Outdoor boundary gates had been repaired to ensure all areas were safe for children to play in.
- Almost all radiators had been fitted with radiator covers, one radiator cover within the two to five years age group was being custom made and due to be fitted soon.
- Furniture within all playrooms was in a good state of repair, and attached to the wall safely where required.

Along with the repairs we found all areas children accessed to be appropriately risk assessed. Risk assessments were shared with staff, families and visitors. They detailed the risks identified to adults and children, and the mitigations in place to keep everyone safe. All staff had taken part in risk assessment training, they told us they were confident to identify risks and remove these to ensure children benefited from a safe environment.

We therefore concluded this requirement had been met.

**Met - within timescales**

## Requirement 3

By 20 December 2023, the provider must ensure all staff working with children have applied for registration as appropriate with a regulatory body. This should include, but not be limited to undertaking regular monitoring of management and staff registration with regulatory body Scottish Social Services Council (SSSC).

This is to comply with Regulation The regulation would be 9(2)(c) and 7(2)(d) 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 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 5 December 2023.**

**Action taken on previous requirement**

During the follow up inspection all staff working within the service were registering or registered with the SSSC. One staff member had recently applied to the register, however, was working within the service for less than six months. We reviewed evidence that the manager was monitoring staff registration with SSSC as part of the quality assurance tasks to support improvement.

We therefore concluded this requirement had been met.

**Met - outwith timescales****Requirement 4**

By 26 February 2024, the provider must ensure that improvements are made to the deployment of staff. To do this, the provider must, at a minimum:

- a) ensure sufficient staff are deployed each day to meet the ratios, across the spread of the day, ensuring ratios are maintained and enough staff are available to support children while staff take a break, or carry out required tasks;
- b) ensure staff are deployed based on their knowledge, experience, and skills;
- c) ensure systems are in place to support the identification of gaps in staff knowledge, experience, and skills; and
- d) ensure plans of support are put in place to address any gaps in staff's knowledge, experience, and skills.

This is to comply with Regulation 4(1)(a)(b) (Welfare of users) and Regulation (15)(a) 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 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 5 December 2023.**

**Action taken on previous requirement**

During the follow up inspection we observed there to be enough staff to meet the minimum staffing ratio for almost all of the day. Children were happy and staff worked together to meet children's needs. When we arrived for the inspection children who were normally cared for across two playrooms were being cared for together. Staff told us this was due to unplanned staff absence. On one occasion, we observed staff working out with the minimum ratio when some of the younger children were going for a sleep. We highlighted this to the manager at the time, who suggested there had been some miscommunication. The manager rectified the staffing ratio immediately.

We acknowledged the provider was still recruiting for more staff. The manager told us admissions for new children were being limited to ensure appropriate staff were in place to meet all children's needs across the spread of the full day.

The manager had made some changes to better support staff. Management meetings and staff meetings had taken place. Staff told us they had the opportunity to share information and discuss the improvement plan for the service. All staff had met with the manager individually and discussed their own professional development. As a result, a training plan was in the early stages of being developed to support staff skills

and knowledge. More time is needed to meet this requirement. As staff are recruited, more flexibility within the staff team will allow the manager to implement better staff deployment and supports for staff.

We have concluded that this requirement had not been met. It remains in place with an extended timescales of 1 June 2024.

**Not met**

## 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

Improvement to the storage and administration of medication is needed to ensure every child is cared for in a way that reflects their individual needs and rights. To do this, the manager should ensure:

- medication is stored safely in line with current guidance
- medication records are completed accurately, matching the prescribed instructions
- a robust system is in place to ensure that medication is being effectively monitored, audited and stored safely.

This is to ensure that 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); and

'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

**This area for improvement was made on 5 December 2023.**

#### Action taken since then

During the inspection we sampled medication records and reviewed the storage of medication. Medication was not being stored correctly. Medication records were not fully completed, and for one child the medication record was missing.

A new system for monitoring medication had been implemented, however was not having a positive impact on the practice's and processes for the storing and administering medication. This had the potential to put children at risk.

This area for improvement has not been met.

#### Previous area for improvement 2

To support staff to develop their skills, knowledge and understanding of children's play, learning and development, the provider should arrange for staff to undertake related professional development activities. Opportunities should be provided so staff can reflect and embed their learning into their practice.



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

'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 area for improvement was made on 5 December 2023.**

#### Action taken since then

The manager was at the early stages of implementing a training programme that would support and upskill staff. Some staff training had taken place, unfortunately some courses had been cancelled. We reviewed evidence that suggested more training was planned. As more staff are recruited within the service this will allow the manager more time to implement supports for staff that will develop their skills, knowledge and understanding of children's play and learning.

This area for improvement has not been met.

### Previous area for improvement 3

The provider should ensure that children are cared for in a safe and hygienic environment, and sufficient measures are in place to protect children in line with current government guidance.

To do this, the provider should ensure:

- staff understand and carry out current infection prevention and control practices;
- screens used to support the privacy and dignity of children at changing time should be replaced with one that are easily cleaned;
- staff revisit infection prevention and control training;
- hot water is available in staff bathrooms to support effective handwashing; and
- an effective system for monitoring cleaning and infection prevention and control practices is introduced and used effectively.

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

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their organisational codes' (HSCS 3.14); and

'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' (HSCS 5.24).

**This area for improvement was made on 5 December 2023.**

#### Action taken since then

There had been significant improvements to the Infection, Prevention and Control (IPC) practices of the service. All staff had taken part in IPC training, all areas of building were visibly clean, and hot water was available in the bathrooms for staff. We observed staff to practice effective handwashing and support children to wash their hands at key point throughout the day. Staff were observed cleaning areas down after children used them, and appropriate cleaning checks were in place. A new screen had been purchased to support children's privacy and dignity when they were needing changed. We noted the screen was made of laminated wood and may become hard to clean in time. The manager acknowledge this and told us they planned to install a more permanent screen made from an easily wipeable material. This meant children benefited from a clean and safe environment.

This area for improvement has been met.

## Previous area for improvement 4

To support the service to be managed and led well, the provider should ensure staff roles and responsibilities are clear, for all staff who are responsible for managing and leading the service in the absence of the manager.

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 area for improvement was made on 5 December 2023.**

### Action taken since then

The manager had now implemented regular management meetings. The manager met with the senior staff to discuss the improvement plan, and to mentor senior staff to develop their management and leadership skills and knowledge. Senior staff told us they found this to be supportive. As a result, we found senior staff were at the early stages of developing their knowledgeable of some of processes and policies that supported the service to be led and managed. However, senior staff required to spend more time with the provider and manager to ensure their roles and responsibilities are clear and they are confident of all the processes to lead and manage the service.

This area for improvement has not been met.

## Previous area for improvement 5

To improve outcomes for children, self-evaluation and quality assurance systems should be developed further to assess and improve the quality of the provision in line with best practice.

This should include, but not be limited to:

- implementing a clear improvement plan in partnership with staff, families and children; and
- gathering people's views and using these as a starting point for improvement.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) 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 area for improvement was made on 5 December 2023.**

### Action taken since then

The manager was at the early stages of developing self-evaluation and quality assurance systems. After the last Care Inspectorate Inspection the manager shared with staff, and parents a detailed action plan. The action plan was now the development plan for the service. The manager was gathering people's views around the action plan and using these to inform the changes taking place. We acknowledge some progress had been made, including significant progress around the nursery facilities from the last inspection. In contrast we noted not all quality assurance tasks were having a positive impact. The manager and staff team now need more time to embed and develop a more robust approach to self-evaluation and quality assurance to ensure it has a positive impact on the quality of the service provided to children and families.

This area for improvement has not 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](http://www.careinspectorate.com).

## Detailed evaluations

How good is our setting?	3 - Adequate
2.2 Children experience high quality facilities	3 - Adequate

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