

Angela Elizabeth Nursery Day Care of Children

The School House
Bonnington Road
Wilkieston
Kirknewton
EH27 8BD

Telephone: 01313 331 949

Type of inspection:
Unannounced

Completed on:
28 March 2024

Service provided by:
A.E.N. Limited

Service provider number:
SP2003002926

Service no:
CS2003012029

About the service

Angela Elizabeth Nursery is registered to provide a care service to a maximum of 105 children not yet attending primary school at any one time. Care is provided from a detached property, located within Wilkieston, West Lothian. Children were cared for across four play areas and they had access to a secure garden space. The service is close to local amenities such as parks, shops, and local green spaces. Parking is available onsite.

About the inspection

This was an unannounced follow-up inspection carried out on Monday 26 February 2024 between 08:50 and 15:45. Two inspectors from the Care Inspectorate carried out this inspection.

To prepare for the inspection we reviewed information about the service. This included the previous inspection report, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- observed children using the service
- considered online feedback from 34 parents
- spoke with staff and management
- observed practice, documents and daily routines in relation to the one requirement and four areas for improvement from the last inspection.

We gave feedback to the management team and a local authority representative on Wednesday 28 February 2024.

Key messages

A requirement from the last inspection was met. This meant that action had been taken to ensure children were being cared for in a safe, hygienic and well-maintained environment.

All four areas for improvement from the last inspection had been met. This meant that sufficient action had been taken to improve outcomes for children. The service should now continue to embed improvements and monitor the quality of experiences for 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 setting?	3 - Adequate
How good is our leadership?	4 - Good

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

How good is our setting?

3 - Adequate

Quality indicator 2.2: Children experience quality facilities

Significant improvements had been made since the last inspection and so this key question will be re-evaluated to adequate. Time is now needed to fully embed best practice into daily life and ensure improved outcomes for children. Further detail can be found in the section, 'What the service has done to meet any requirements made at or since the last inspection'.

How good is our leadership?

4 - Good

Quality indicator 3.1: Quality assurance and improvements are well led

Significant improvements had been made since the last inspection. This demonstrated capacity in leadership to improve outcomes for children across the service. This key question will be re-evaluated to good. Further detail can be found in the section, 'What the service has done to meet any areas for improvement made at or since the last inspection'.

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

Requirements

Requirement 1

By 1 September 2023, to ensure children are safe, the provider must ensure children are cared for in a safe, hygienic and well-maintained environment. At a minimum, the provider must ensure:

- a) all areas used by children are clean, hygienic and fit for purpose
- b) laundering of children's materials are carried out effectively
- c) effective handwashing practices are implemented by all
- d) use and storage of potties is managed effectively
- e) children's personal care materials are stored hygienically
- f) all vents in toilets and changing facilities are in working order
- g) the environment is monitored effectively by management
- h) staff are provided with training relating to ensuring a safe environment, including infection prevention and control.

This is to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210 - Regulation 10 - Fitness of Premises (2) (a), (b), (c) and (d).

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: I experience a high quality environment if the organisation provides the premises (HSCS 5.17, 5.19 and 5.22)

This requirement was made on 1 August 2023.

Action taken on previous requirement

The provider had taken action to ensure children were being cared for in a safe, hygienic and well-maintained environment. We saw clear evidence to support this evaluation.

- a) The setting, furnishings and resources were visibly clean and fit for purpose. For example, the changing mats were cleaned after each use and sleeping mats were stored appropriately. Deep cleans were carried out following the last inspection and had been scheduled on a regular basis. In addition, a cleaner was employed for daily cleans.
- b) Laundry was carried out in the staff toilet which did not adhere to best practice guidance. However, in the absence of a suitable alternative, measures to reduce infection risk had been implemented. For example, a new procedure directed staff on specific action such as no laundry hanging around the setting to dry. Staff were able to talk through this procedure.
- c) Handwashing procedures had been implemented in a structured way across the rooms to embed best practice. For example, children were engaged in a fun way making them familiar and engaged with the task. Quality assurance of handwashing should continue to ensure good practice is embedded in all areas such as the garden.
- d) Children's potties were cleaned after use and stored in lidded boxes out of children's reach.
- e) Personal care materials were stored in lidded boxes, reducing infection spread. Quality assurance of appropriate storage should continue to ensure improvements have been embedded across all rooms for consistency.
- f) Vents in the toilets were in working order and were switched on with the light. Children's personal care was carried out in areas which smelled fresh and had good ventilation.
- g) A checklist recording form was used to guide staff in the daily cleaning and maintenance of the children's toilets. Management checked compliance daily during their walk-rounds in each room. As a result, children had well-maintained toilets. To further develop quality assurance of cleaning, the checklist could capture any issues arising. This would support continuous improvement.
- h) The team had revisited infection prevention and control best practice documents and continued to reflect on them for sustainability. As a result, all cleaning procedures had been reviewed, amended and shared with staff. Staff demonstrated these procedures in practice to support the safety, health and welfare of children.

This requirement has been met.

Met - within timescales

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

Areas for improvement

Previous area for improvement 1

The manager and staff should ensure that sufficient information is gathered and recorded about all children as part of their personal plan, clearly setting out their individual needs and how these will be met. They should ensure that children's personal plans are reviewed in line with legislation with parents/carers and children (if appropriate.) This will support staff to plan children's care based on up to date and reliable information.

This is to ensure that 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 1 August 2023.

Action taken since then

Improvements had been made to children's personal planning, providing up to date information to guide children's care.

A new support plan format from the local authority had been introduced. Staff were working regularly with parents to gather essential details to inform their daily care of the children. This resulted in all staff having easily accessible information to care for children consistently. Although in the early stages of development, the personal plans were starting to show that children's progress was being monitored and used to inform next steps in planning for learning. Focus should now be placed on developing specific and measurable support strategies for children.

This area for improvement has been met.

Previous area for improvement 2

To support children's health, wellbeing and safety, the provider should take steps to ensure the environment meets current standards and best practice guidance. This should include but not be limited to:

- upgrading changing facilities, particularly for younger children.
- improving handwashing facilities for children and adults in the playroom which currently accommodates older children.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: I experience a high-quality environment if the organisation provides the premises (HSCS 5.16 and 5.22)

This area for improvement was made on 1 August 2023.

Action taken since then

The provider had taken action to align staff practice and the environment with best practice guidance in infection prevention and control. Staff were involved in this process through training and professional discussions to aid their understanding and commitment.

This resulted in children being cared for in an environment which was well-maintained by knowledgeable staff. For example, refurbishments had been carried out such as a painting refresh; a door had been added to the children's changing area to give privacy and dignity; shelving had been added to toilet areas for storage; an additional low handwashing sink had been added to the preschool room; and prompts for handwashing were displayed at sinks to remind staff and children.

This area for improvement has been met.

Previous area for improvement 3

To improve outcomes for children and ensure they are safe, the provider must develop and implement an effective system of quality assurance to monitor and improve all areas of practice.

This should include but not be limited to:

- ensuring there is appropriate and effective leadership of the setting.
- continuing to ensure that clear and effective plans are in place for maintaining and improving the service, including the use of effective self-evaluation processes and quality assurance systems.
- ensuring children and parents/carers are consulted about the service they receive and have opportunities to express their views.

This is to ensure that 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 area for improvement was made on 1 August 2023.

Action taken since then

The provider had taken action to improve outcomes for children across the setting. This resulted in children's safety being considered and risks being reduced. This was achieved through a number of processes such as self-evaluation and quality assurance audits.

Examples to demonstrate the actions taken were:

- management used self-evaluation and improvement training sessions provided by the Care Inspectorate, to engage staff in the improvement journey
- environment audits and training prompted improvements through staff using new knowledge to reflect on practice. For example, involving children in risk assessments and making changes to the home corner which enhanced learning opportunities
- the use of challenge questions in national early learning and childcare documents to explore current practice and plan for change.

In addition, three members of the management team were available to support staff on the improvement journey. Further training was being carried out to improve management and leadership approaches across the setting. This resulted in the team becoming reflective and knowledgeable about current best practice in the early learning and childcare sector.

Moving forward, the service should formalise the quality assurance of staff practice so change can be monitored and the impact on children can be evaluated over time.

This area for improvement has been met.

Previous area for improvement 4

The provider must continue to demonstrate that all staff have the right skills, knowledge and experience necessary to keep children safe, to meet their health, welfare, and developmental needs.

This should include, but not be limited to:

- supporting staff to access a wide variety of learning and development opportunities to meet all professional needs
- ensuring staff's knowledge and experience is well considered and used to deploy staff effectively to meet the individual care, play and learning needs of children
- supporting staff to use quality observations to support, extend and plan for individual children's learning, through developing their core observation skills.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I have confidence in people because they are trained, competent and skilled' (HSCS 3.14).

This area for improvement was made on 1 August 2023.

Action taken since then

Sufficient action had been taken to upskill staff through training, professional discussion and reflection. This resulted in children being contented and engaged in a range of fun learning opportunities where staff were starting to support children's thinking skills.

Examples to demonstrate the actions taken were:

- staff engaged in a range of professional development opportunities which had a positive impact on provision – for example in improved mealtimes
- a good mix of skills and knowledge were present in each room, resulting in children experiencing nurturing interactions and varied play experiences
- staff communicated well to each other but also had designated roles to aid smooth transitions, for example children continued to be engaged in play while practical tasks were being done
- staff leadership areas were being developed so staff could take the lead on an area and share their skills and knowledge, for example in outdoor learning such as forest schools.

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 setting?	3 - Adequate
2.2 Children experience high quality facilities	3 - Adequate
How good is our leadership?	4 - Good
3.1 Quality assurance and improvement are led well	4 - Good

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