

# Hoodles Childcare Day Care of Children

Academy Way  
Colpy Industrial Estate  
Oldmeldrum  
Inverurie  
AB51 0BZ

Telephone: 01651 873 995

**Type of inspection:**  
Unannounced

**Completed on:**  
6 March 2024

**Service provided by:**  
Nursery Care (Grampian) Ltd

**Service provider number:**  
SP2011011583

**Service no:**  
CS2011289681

## About the service

Hoodles Childcare is a private early learning and childcare service provided by Nursery Care (Grampian) Ltd. It was registered in June 2011 to provide a day care of children service to a maximum of 68 children at any one time from 0 to those not yet attending primary school. Included in this number will be a maximum of 15 children in the 0 - 2 year age category.

The service operates between the times of 7.30am to 6.00pm Monday to Friday. In partnership with the local authority, the service provides funded pre-school education sessions for children aged from three to five years.

The service is accommodated in a purpose-built nursery unit on the Colpy industrial estate in the rural village of Oldmeldrum in Aberdeenshire. There are three separate playrooms for babies, toddlers and older children. The nursery building benefits from having a large garden area. Two of the playrooms lead directly into the garden.

## About the inspection

This was an unannounced follow up inspection which took place on Wednesday 6 March 2024. The inspection was carried out by one 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 last inspection.

In making our evaluations of the service we:

- spoke with children using the service
- spoke with staff and management
- observed practice and daily life
- reviewed documents.

## Key messages

- Children experienced warm, caring and nurturing support from staff.
- Children were happy, confident and actively involved in leading their play and learning.
- Children all had personal plans which were routinely being reviewed in conjunction with parents.
- Children benefited from a good range of open-ended, natural child-centred resources, enabling them to explore their creativity, imagination and problem solving skills.
- The manager and staff were committed to the ongoing development of the service.
- Quality assurance processes need to be embedded to secure sustained improvements across the service.

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

### Requirements

#### Requirement 1

By 8 January 2024, the provider must ensure improved outcomes for children and practice by implementing effective systems of quality assurance. To do this the provider must, at a minimum, ensure:

- a) regular and effective support and supervision for all staff is implemented
- b) staff are supported to develop their knowledge and understanding around self-evaluation processes and are involved in the systematic evaluation of their work and the work of the service
- c) clear and effective plans are in place for maintaining and improving the service
- d) the management team effectively monitors the work of each member of staff and the service as a whole
- e) clear systems are in place for children and their families to provide feedback and to be actively involved in the evaluation of the service provided.

This is to comply with the - Regulation 3 Principles and Regulation 15 (a) and (b) Staffing of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210). (Requirements for Care Services) Regulations 2011, SSI 2011/210.

This is in order 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 requirement was made on 3 October 2023.**

## Action taken on previous requirement

In response to the requirement, the manager had introduced measures to improve systems for quality assurance. They had begun to use self evaluation and audit tools as part of their quality assurance processes. These included a quality assurance calendar to support the service with keeping processes on track. The service's current improvement plan was focussed on meeting the requirement and areas for improvement identified during the previous inspection.

The manager advised that she was in the process of completing staff appraisals. They would also be introducing support and development meetings for each member of staff six months after the appraisal. Some monitoring visits to the individual rooms were being completed by either the manager or a member of the group management team with follow up meetings with room staff. Monitoring and support visits had also been provided by the local authority, which had been welcomed by the management and the staff teams.

Staff spoke positively about the changes to the monthly team meetings. These were now predominantly used for reflection and training. For example, they recently focussed on the Care Inspectorate SIMOA project which raises awareness of how to keep children safe in nursery settings.

Improving parental engagement was a priority the service was currently working on. They had reintroduced stay and play sessions to encourage parents to come into the setting. There were also parents' evenings. The manager explained that they were proposing to make use of online questionnaires to get feedback from parents. They were also looking at how they could involve parents in the review of the service's vision, values and aims.

While we recognised that the service had made progress in this area, we still found gaps in key areas of practice covered by quality assurance. For example, formal monitoring of individual staff members and the service as a whole were yet to be fully implemented. The manager acknowledged the importance of continuing to develop and embed their quality assurance system and ensure it is having an impact on all areas of practice. This would contribute to improved outcomes for all.

**The requirement was not met and will be reinstated with a new timescale of 7 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

To ensure each child receives appropriate care and support and their needs are met, the provider, manager and staff should ensure:

a) personal plans, including protocols, set out children's current needs and how they will be met

- b) all staff are aware of and understand the information within the personal plans and use this to effectively meet each child's needs
- c) personal plans and protocols are routinely reviewed with parents and carers and, where necessary, updated.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards, 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 3 October 2024.**

#### Action taken since then

The management team and the staff had improved the systems they had in place to record information to ensure everyone had a clear knowledge and understanding as to how to meet children's care and support needs appropriately. Improvements had also been made to the system to audit and monitor the quality of personal plans. Having personal plans in place for all children was beginning to have a positive impact on the consistency and quality of care and support children received.

As part of the inspection, we sampled a number of personal plans. All children had a personal plan which had been completed or reviewed within the last six months. Parents were involved in completing their child's plan and all plans were signed by parents.

**This area for improvement has been met.**

#### Previous area for improvement 2

To support children to achieve, the service should improve the approach and skills of staff in relation to planning for children's learning and tracking and monitoring their progress. Staff should be supported to develop their understanding of how to effectively observe and assess children's learning in order to plan quality learning experiences and meaningful next steps.

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

'I am supported to achieve my potential in education and employment if this is right for me.' (HSCS 1.27)

**This area for improvement was made on 3 October 2023.**

#### Action taken since then

Staff were using a digital platform to share information with parents on a daily basis. This included observations of individual children which were shared with their parents. Staff were provided with time to complete observations for their key children.

As part of the inspection, we looked at the observations completed for several children. They varied in their quality and did not always clearly evidence children's learning and progression, or identify next steps.

The manager explained that input was currently being provided by the group management team, as well as the local authority to support staff to develop their understanding of how to effectively observe and assess children's learning in order to plan quality experiences and meaningful next steps. Training and support for all staff was to be provided.

This area for improvement has not been met and remains in place.

## 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).

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