

Bruce Nursery Day Care of Children

65 Osborne Place
Aberdeen
AB25 2BX

Telephone: 01224 646 836

Type of inspection:
Unannounced

Completed on:
5 March 2024

Service provided by:
Nurseries Direct Ltd

Service provider number:
SP2004006192

Service no:
CS2004063621

About the service

Bruce Nursery is situated in a residential area in the west end of Aberdeen. The service is registered to provide care to a maximum of 71 children from birth to those not yet attending primary school as undernoted:

Twenty-four children aged 0 to under two years, 16 children aged one to three years, and 31 children aged three years and over.

The service is provided in a former residential building, which has been adapted and extended to provide dedicated playrooms for each age group. Children have access to an outdoor play space. The service is easily accessed by bus and is near to local shops and facilities.

About the inspection

This was an unannounced follow up inspection which took place on Tuesday 5 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.
- The manager and staff were committed to the ongoing development of the service.
- Positive relationships with families supported continuity of care and effective partnerships.
- Work had begun to improve the quality of the information recorded in personal plans including meaningful observations and next steps.
- Children enjoyed relaxed, unhurried, sociable snack and meal times.
- Work had begun to upgrade the toilet and nappy changing facilities.
- 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 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 requirement was made on 10 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.

Following the last inspection, the management and staff had fully reviewed and updated their policy and procedure in relation to the administration and storage of medication, and had introduced new paperwork to be completed when they were required to administer medication. The new medication policy and procedure was shared with all staff. Staff were now knowledgeable and competent in relation to the administration of medication which ensured children received the appropriate support they required.

As part of the inspection, we reviewed the service's policy and procedure and checked the medication and the corresponding completed paperwork in the setting. All the paperwork had been appropriately completed. Parents had signed administration of medication consent forms and staff had completed forms when any medication was administered.

Improving parental engagement was a priority the service was currently working on. 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) when medication needs to be administered, all necessary paperwork, including written consents, are fully completed
- d) personal plans and protocols are routinely reviewed with parents and carers and, where necessary, updated.

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 10 October 2023.

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.

Although personal plans were being reviewed, it was not always clear if children had made any progression and whether next steps had been met. It was also not clear if parents had been involved in the review of their child's personal plan. The service should ensure that personal plans are kept up to date and reflect children's current needs, wishes and choices.

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

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 10 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 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.

Previous area for improvement 3

The provider should ensure that children have access to appropriate toilet and nappy changing facilities and, where necessary, receive personal care in an environment that supports high levels of infection, prevention and control.

This is to comply with the Regulation 4 (1)(b) of The Social Care and Social Work Improvement Scotland(Requirements for Care Services) Regulation 2011(SSI 2011/10)

This is in order to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'If I require intimate personal care, this is carried out in a dignified way, with my privacy and personal preferences respected' (HSCS 1.4).

This area for improvement was made on 10 October 2023.

Action taken since then

The manager explained that work was currently being undertaken to improve the nappy changing facilities and had not yet been completed.

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.

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