

Stramash Outdoor Nursery Day Care of Children

Hilltops
Ganavan Road
Oban
PA34 5TU

Telephone: 01631 566 080

Type of inspection:
Unannounced

Completed on:
1 February 2024

Service provided by:
Stramash Social Enterprise

Service provider number:
SP2011011702

Service no:
CS2011301594

About the service

Stramash Outdoor Nursery is registered to provide a care service to a maximum of 40 children at any one time, where no more than 40 are aged 3 years to those not yet attending primary school and no more than 7 are attending primary school.

Stramash Outdoor Nursery is a daycare of children service. The service operates from a woodland site, on a hillside and lower field near Ganavan, close to Oban. Two huts on the woodland site provide warmth and shelter and an indoor space for the children to enjoy a range of different activities. The service operates throughout the year.

About the inspection

This was an unannounced follow up inspection which took place on . Wednesday 31st January 2024 and Thursday 1st February 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 nurturing care and support.
- The service communicated and engaged well with families and worked collaboratively with them and other professionals who may be involved in a child's care and support.
- Work had began 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.
- The majority of staff were appropriately qualified and had completed training.
- There were appropriate numbers of staff working at all times to support the individual needs of children and the layout of the environment.
- Substantial work had been completed to ensure the setting was safe, secure and well-maintained.
- There was a full risk assessment in place for the setting which was routinely reviewed and updated to support children's safety and wellbeing.
- Quality assurance processes need to be embedded to secure sustained improvements across 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 care, play and learning?	3 - Adequate
How good is our setting?	3 - Adequate
How good is our leadership?	2 - Weak
How good is our staff team?	3 - Adequate

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

How good is our care, play and learning?

3 - Adequate

As a result of the progress made, this key question has been re-evaluated as adequate, where strengths only just outweigh weaknesses.

Quality indicators 1.1 : Nurturing care and support & 1.3 : Play and learning.

Since the previous inspection, significant improvements had been made to the service which promoted children receiving nurturing care and support and experiencing quality play and learning opportunities. The manager and staff team had worked hard to fully meet two of the three requirements as well as two areas for improvement.

There was now a clear child protection policy and procedure which included the names of the designated child protection officer and all staff had completed appropriate child protection training. Staff knew who the child protection officer was and had a clear understanding of their roles and responsibilities relating to keeping children safe and protected. The policy and procedure and the corresponding paperwork for the storage and administration of medication had also been reviewed and updated to reflect current best practice guidance.

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. This had resulted in children receiving consistent care that was right for them. Improvements had also been made to the system to audit and monitor the quality of personal plans.

Arrangements for mealtimes had been fully reviewed and children were now enjoying relaxed, sociable and unhurried snack and mealtimes in a safe environment. The manager and staff had also reviewed and developed the arrangements for children needing a sleep or a rest. They had taken account of safer sleep guidance when improving the areas identified for children to rest and sleep.

Further detail about the progress made can be found in 'What the service has done to meet any requirements we made at or since the last inspection' and 'What the service has done to meet any areas for improvement we made at or since the last inspection'.

How good is our setting?

3 - Adequate

As a result of the progress made, this quality indicator has been re-evaluated as adequate, where strengths only just outweigh weaknesses.

Quality indicator 2.2 : Children experience high quality facilities

The two requirements in relation the environment were actioned immediately by the service.

A full risk assessment of the setting was completed and all potential risks and hazards were identified. Work was then undertaken to meet these and to ensure that the setting was safe. New fencing and gates were erected at different parts of the site.

Substantial work was undertaken to improve and increase toilet and nappy changing facilities, as well as hand washing facilities, across the setting. These improvements supported staff to undertake effective infection prevention and control practices and keep the facilities hygienically clean.

Further detail about the progress made can be found in 'What the service has done to meet any requirements we made at or since the last inspection'.

How good is our leadership?

2 - Weak

As a result of the progress made, this quality indicator has been re-evaluated as weak, where some strengths could be identified, these were compromised by significant weaknesses that impacted children's wellbeing and development.

Quality indicator 3.1 : Quality assurance and improvement are led well.

Since the last inspection, a new manager had been appointed and work had been undertaken to introduce a robust system of quality of assurance, including self evaluation and improvement plans to support continuous improvement. Staff were proactively being encouraged to be fully involved in these processes. There was also a strong focus on increasing parental engagement and improving communication and information sharing. This ensured that everyone was meaningfully involved and influenced change within the setting.

Further time was required for the system of quality assurance to be fully embedded and for improvements to the service to continue to impact positively on outcomes for children.

Further detail about the progress made can be found in 'What the service has done to meet any requirements we made at or since the last inspection'.

How good is our staff team?

3 - Adequate

As a result of the progress made, this quality indicator has been re-evaluated as adequate, where strengths only just outweigh weaknesses.

Quality indicator 4.3 : Staff deployment.

Since the last inspection, the service had reduced the size of the lower field accessible to children, capped the number of children attending at any given time and increased the number of staff. Greater use was now being made of walkie talkies and there were more regular headcounts of children. All these measures had a positive impact on the safety of and outcomes for children.

Further detail about the progress made can be found in 'What the service has done to meet any requirements we 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 18 August 2023, the provider must ensure children's care, welfare and development needs are met by developing children's personal plans and ensuring staff use this information effectively. To do this the provider must, at a minimum, ensure that:

- a) personal plans reflect children's current needs and outline how staff will meet the children's health, welfare and safety needs
- b) personal plans are reviewed, in conjunction with parents, at least every six months or sooner depending on the individual needs of the child
- c) assessments of risk, when required, are developed and routinely reviewed
- d) strategies of support for individual children are developed and implemented by staff
- e) all staff have an appropriate understanding of each child's current needs and use this knowledge to fully meet them.

This is to comply with Regulations 5(2)(a) and (b) (Personal Plans) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which states 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) and 'My care and support meets my needs and is right for me' (HSCS 1.19).

This requirement was made on 2 June 2023.

Action taken on previous requirement

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.

Although personal plans were being reviewed, it was not always clear if children had made any progression and whether next steps had been met. The service should ensure that personal plans are kept up to date and reflect children's current needs, wishes and choices.

The requirement was not met and will be reinstated with a new timescale of 3 May 2024.

Not met**Requirement 2**

By 18 August 2023, the provider must ensure children's medical needs are safely managed. To do this, the provider must, at a minimum ensure:

- a) medical permission forms are fully completed by parents and carers prior to the administration of medication
- b) medication administered is accurately recorded and shared with parents
- c) emergency plans and protocols are in place and are being implemented when required for children who require inhalers, EpiPens, or other lifesaving medication
- d) staff are knowledgeable and competent in relation to the recording of medication and follow the 'Management of Medication in Day Care of Children and Childminding Services' guidance
- e) a system is put in place to ensure regular audits of medication and all paperwork relating to medication is carried out.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI 2011/210) 4(1)(a) - Requirements to make proper provision for the health and welfare of service users.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

This requirement was made on 2 June 2023.

Action taken on previous requirement

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.

The manager also confirmed that there was a system in place for the regular audit of medication and all corresponding paperwork.

This requirement has been met.

Met - within timescales

Requirement 3

By 18 August 2023, the provider must develop effective procedures for the recording and reporting of child protection concerns. To do this the provider must, at a minimum, ensure:

- a) the child protection policy and procedures are up to date and understood by all staff
- b) a named child protection officer is appointed in the absence of the manager
- c) the child protection officers have completed appropriate child protection training to support them within their role.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI 2011/210) 4(1)(a) - Requirements to make proper provision for the health and welfare of service users.

This is in order to ensure that care and support is consistent with the Health and Social Care Standard 3.20 which states 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities'.

This requirement was made on 2 June 2023.

Action taken on previous requirement

The manager explained that they had reviewed and updated their policy and procedure in relation to child protection. The manager was the named child protection officer and in his absence another member of the management team was the child protection officer for the service. They had both completed the two day training course for designated child protection officers.

The manager explained that all staff had also attended child protection training following the last inspection and understood the child protection policy and procedure they should follow should the need arise. This ensured that children were supported to feel safe, secure and protected from harm.

This requirement has been met.

Met - within timescales

Requirement 4

By 18 August 2023, the provider must support and maintain a safe and nurturing environment for children.

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

- a) management and staff refresh their knowledge and understanding of assessing and managing risk
- b) management monitor the impact on staff practice of any risk assessment training completed
- c) a full review is carried out of the site, identifying where all potential risks and hazards may exist for children and take appropriate action to address these
- d) the measures they have in place to keep children safe are regularly review and updated.

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 the environment is consistent with the Health and Social Care Standards (HSCS) which states that: 'My environment is secure and safe' (HSCS 5.17).

This requirement was made on 2 June 2023.

Action taken on previous requirement

Following the last inspection, the service immediately actioned this requirement. Ensuring that the children were safe while in their care was a priority for the management team and all the staff. They made the decision to temporarily limit the area of the lower field that they would use to ensure that there was sufficient staff to adequately supervise all children.

A full risk assessment of the setting was completed and all potential risks and hazards were identified. Work was then undertaken to meet these and to ensure that the setting was safe. New fencing and gates were erected at different parts of the site.

The manager explained that the risk assessment for the site was now regularly reviewed and there was a maintenance calendar in place. Staff had completed risk assessment training. Risk assessment and health and safety were standing items on the agenda for staff meetings. Staff were confident in their roles and responsibilities in relation to keeping children safe.

This requirement has been met.

Met - within timescales

Requirement 5

By 18 August 2023, the provider must ensure that children experience an environment which is safe and clean and those children requiring personal care are effectively supported. To do this they must as a minimum:

- a) review the environment for potential risks and take action to address these
- b) clean areas which are visibly dirty or remove items that cannot be effectively cleaned
- c) ensure effective infection prevention and control practices are implemented
- d) ensure nappy changing and toileting facilities are suitable and support and maintain children's privacy and dignity
- e) implement an effective system to audit the environment and ensure actions identified are appropriately and timeously addressed.

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 (SSI2011/210).

This is to ensure that the environment is with the Health and Social Care Standards (HSCS) which states that: 'If I require intimate personal care, there is a suitable area for this, including a sink if needed' (HSCS 5.4) and 'My environment is secure and safe' (HSCS 5.17).

This requirement was made on 2 June 2023.

Action taken on previous requirement

As stated previously, the service had completed a full risk assessment of the setting which was regularly reviewed and updated to ensure that children were safe. The management and staff were all proactive in identifying any potential risks and taking action to address these to ensure that children were safe while in the setting.

Substantial work was undertaken to improve and increase toilet and nappy changing facilities, as well as hand washing facilities, across the setting. These improvements supported staff to undertake effective infection prevention and control practices and keep the facilities hygienically clean.

The requirement has been met.

Not met

Requirement 6

By 18 August 2023, the provider must ensure improved practice and outcomes for children by implementing effective systems of quality assurance. To do this the provider must, at a minimum, ensure:

- a) the management team are supported to be able to undertake effective quality assurance
- 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) regular and effective support and supervision for all staff is implemented
- e) the management team effectively monitors the work of each member of staff and the service as a whole
- f) 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 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).

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 2 June 2023.

Action taken on previous requirement

In response to the requirement, the service 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 manager explained that the improvement plan for the service was very much focussed on the requirements and areas for improvement identified following the previous Care Inspectorate inspection. We were able to see what progress had been made in relation to meeting the action points identified in the improvement plan and how these had impacted positively on children's experiences and outcomes.

Regular staff meetings took place. These were being used to encourage greater involvement of staff in the self evaluation process, as well as sharing information and keeping staff up to date with best practice. There was regular informal discussion between the staff and the management team and formal meetings had been arranged to monitor staff practice and to provide effective support and supervision for staff.

Improving parental engagement was a priority the service was currently working on. The manager explained that they had meetings with parents following the previous inspection to discuss immediate and future planned improvements to the service. The management team and the staff have continued to offer regular meetings to support improved communication and information sharing. We saw evidence of how families' views were sought to inform the development of the service.

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 3 May 2024.

Not met

Requirement 7

By 18 August 2023, the provider must ensure children are safe and receive high quality experiences at all times. To do this the provider must, at a minimum, ensure that at all times suitably qualified and competent staff are working in the nursery in such numbers as are appropriate for the health, welfare and safety of children.

This is to comply with regulation 15 (a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)(Requirements for Care Services).

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

This requirement was made on 2 June 2023.

Action taken on previous requirement

Since the previous inspection, a new manager had been appointed and a further member of staff had been appointed. This now provided children with a consistent management and staff team. The staff team worked very well together and their experiences and skills complemented each other. Staff were all very passionate about the service and were committed to providing children and their families with a service of a high standard and ensure high quality outcomes for 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

To support and develop children's wellbeing, independence and life skills, the manager and staff should develop mealtime experiences to provide a relaxed, calm, safe and well managed social experience for children. The environment, location and setting should be well planned, promote a sense of belonging and support social interactions.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I can enjoy unhurried snack and mealtimes in as relaxed an atmosphere as possible' (HSCS 1.35).

This area for improvement was made on 2 June 2023.

Action taken since then

Following the last inspection, the service had reviewed the lunchtime experience in both areas of the site.

Lunchtime was now a much more relaxed, sociable and enjoyable experience for the children and the staff. The service had introduced rolling lunch which meant that not all the children had to come for lunch at the same time. Staff stated that having lunch in smaller groups made it easier to manage and allowed them to give children appropriate support and supervision.

On the day of the inspection we were able to observe the children having lunch in one of the cabins in the main area of the site. There were handwashing facilities on the way into the cabin which the children used. There was a wood burner stove, behind an appropriate guard, which was used to ensure the children did not get cold during colder weather. The children sat round two tables, with each table being supported by a member of staff. We observed a very calm and sociable mealtime.

The manager advised that when they used the lower field, they would be continuing with rolling lunch. They had increased the handwashing facilities available to children and had purchased robust gazebos to offer shelter against inclement weather and shade from the sun.

This area for improvement has been met.

Previous area for improvement 2

To support and meet children's wellbeing needs, the manager and staff should at a minimum ensure:

a) children's wishes and preferences about sleep and rest are respected

- b) children experience an environment which is safe and comfortable to sleep and rest
- c) they are competent, skilled and knowledgeable in relation to safer sleep guidance and apply their learning into practice.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'I am able to access a range of good quality equipment and furnishings to meet my needs, wishes and choices' (HSCS 5.21).

This area for improvement was made on 2 June 2023.

Action taken since then

The manager and staff had reviewed and developed the arrangements for children needing a sleep or a rest. They had taken account of safer sleep guidance when improving the areas identified.

While in the main area of the site, the children were able to rest and sleep in a cabin designated for this purpose. There were sleep mats available and there was a wood burner stove, protected by a fire guard, which was used during inclement weather to maintain the room temperature. In the lower field, there were sleep mats which could be set out under a gazebo which would offer shelter and provide shade.

This area for improvement has been met.

Previous area for improvement 3

To promote children's continued learning, development and enjoyment, children should have access to a wide range of resources and experiences which are challenging and suitable to their individual interests and stages of development. There should be a sufficient amount of resources to enable children to make independent choices and engage in deep and meaningful play.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state: 'As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity' (HSCS 2.27).

This area for improvement was made on 2 June 2023.

Action taken since then

Following the last inspection, the management and staff had reviewed the setting and the range of resources available for children. They had already started to extend the range of resources and experiences in the main area of the site. During the inspection visit, we were able to see the children engaged in their play and taking part in a number of different activities.

The lower field was not yet being used by the service on a regular basis and as a consequence, less work had been done to develop this area. The manager explained that they would start using the field when the weather was warmer.

As the lower field was not in operation at the time of the visit, it was not possible to see the impact of any work which had already taken place to improve the area. The resources and equipment were not all in place. This area for improvement will be continued until the next inspection when it will be possible to see the lower field being used by the children and assess whether the improvements have impacted positively on children's experiences and outcomes.

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

Previous area for improvement 4

To support children to achieve, the provider 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 2 June 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 a policy was currently being developed 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 was also planned for all staff.

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

Previous area for improvement 5

To support children's play and learning staff should:

- a) further develop their knowledge and understanding of child development, relevant theory and practice
- b) continue to build as a team on their experience and expertise to fully meet children's needs through high quality interactions, extending children's thinking and widening their skills to support them in developing their curiosity, creativity and leading on their play and learning.

This is to ensure care, play and learning is consistent with the Health and Social Care Standards (HSCS) which states that: 'As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable to my age and stage, which stimulate my natural curiosity, learning and creativity' (HSCS 2.27).

This area for improvement was made on 2 June 2023.

Action taken since then

Since the last inspection there have been changes to the management team as well as the staff team. The majority of staff were fully qualified and had completed training appropriate to their role. The manager explained that they had already provided some training for staff and had further training planned. The management and staff team were all committed and motivated to providing children and their families with a service of a high standard.

Given the various changes within the staff team, this area for improvement will be continued until the next inspection. This will allow time for staff to consolidate and put into practice what they have taken from previous and future training to support and extend children's play and learning.

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.

Detailed evaluations

How good is our care, play and learning?	3 - Adequate
1.1 Nurturing care and support	3 - Adequate
1.3 Play and learning	3 - Adequate
How good is our setting?	3 - Adequate
2.2 Children experience high quality facilities	3 - Adequate
How good is our leadership?	2 - Weak
3.1 Quality assurance and improvement are led well	2 - Weak
How good is our staff team?	3 - Adequate
4.3 Staff deployment	3 - Adequate

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