

Kelloholm Nursery Day Care of Children

Kelloholm Primary School
Hyslop Street
Kelloholm
Sanquhar
DG4 6QJ

Telephone: 01659 672 28

Type of inspection:
Unannounced

Completed on:
15 March 2024

Service provided by:
Dumfries & Galloway Council

Service provider number:
SP2003003501

Service no:
CS2003015490

About the service

Kelloholm Nursery may provide a care service to a maximum of 60 children not yet attending primary school at any one time. No more than 60 are aged 2 years to those not yet attending primary school full time, with no more than 10 aged 2 to under 3.

Kelloholm nursery is located within Kelloholm Primary School, in the small rural village of Kelloholm. The service is provided by Dumfries and Galloway Council. Children were cared for in two playrooms and had access to an enclosed outdoor play spaces from the larger playroom.

About the inspection

This was an unannounced inspection which took place on the 4th and 5th March 2024. 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 using the service and some of their family
- Spoke with staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with visiting professionals

Key messages

- Children were happy and settled in the nursery on the days of inspection.
- Personal plan templates had been reviewed and updated to ensure children's individual needs were recorded appropriately.
- The team should continue to develop their planning cycle and recording of children's next steps.
- The team had made improvements to the environment since the previous inspection.
- The team should continue to develop the environment to support fun and stimulating play experiences for children.
- The new senior leadership team had driven improvements in the nursery to ensure support positive outcomes for children and their families.
- The team should work in partnership with families to continue to develop effective communication.

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?	4 - Good
How good is our leadership?	4 - Good
How good is our staff team?	4 - Good

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

1.1 Nurturing care and support

We made an evaluation of good for this quality indicator, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on children's experiences.

On both days of inspection we observed most children were happy, confident and having fun in the nursery. They experienced warm and responsive care from staff which supported their health and wellbeing. Children were provided praise, cuddles and comfort from staff, which helped them feel valued. We observed some positive interactions between staff and children during our visit. Staff sat with children on the floor and at tables to engage in activities such as building towers, reading stories and visiting the "spa" children had created. One child told us "I like my ladies". Some parents told us the staff are "friendly" and "approachable".

Following the previous inspection, the team had been working on improving the lunch time experience. We could see the positive impact of these changes for children. Children experienced mealtimes that were sociable and unhurried. Children were encouraged to be independent by self-serving their food, pouring their own drinks and clearing up. On the first day of inspection we discussed developing the routine to enable staff to sit with children at all times as they ate. We saw improvements to this on the second day of inspection. Meals provided by the service were nutritious and met children's individual dietary requirements. Fresh drinking water was available for children which they could access independently to stay hydrated.

Following the previous inspection, the team had reviewed and updated their personal plan templates. Plans were in place for each child and were now shared regularly with families. One parent told us "I can access my child's folder any time". We found staff used the information gathered within the new templates and one-page profiles to help meet the children's ongoing needs. One parent told us "I feel that staff know my child well ".The team linked proactively with other professionals to identify appropriate strategies to ensure children received support that was right for them. We asked the team to review next steps set to ensure they remain individualised and build on children's prior learning. Some parents told us they find inconsistencies between the team when setting targets. The team should continue to embed the new templates and procedures to sustain high-quality care and learning for children attending the nursery.

Children's health needs were met by a robust administration of medication procedure. We reviewed the policy, consent forms and health plans in place and found these to be in line with current good practice guidance.

Children experienced sensitive and respectful support for their personal care needs. Staff were aware of safe nappy changing guidance and could access appropriate personal protective equipment (PPE).

Sleep spaces continued to be developed by the team. While we could see improvements had been made, we have asked the team to review the sleep space used by children in the rainbow room to ensure it supports safe and sensitive arrangements for children who may need to rest and regulate. (we have repeated the previous requirement).

Staff had attended child protection training and were able to tell us the processes and procedures to follow should they have concerns. The team had introduced chronologies for children attending the service. However, we have asked the team to ensure significant events and actions are recorded for all children. (we have repeated the previous requirement). We also asked the senior leadership team to make relevant notifications to the care inspectorate when concerns arise. We have discussed this further under quality indicator 3.1.

1.2 Play and learning

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

Children were leading their play for most of their time at nursery which ensured the pace of the day was guided by them. Most children were confident moving round the playrooms and outdoors which supported them to lead some aspects of their play and learning. Some children told us what they liked about nursery was "to play with their friends". However, we found the end of the day routine was adult led. We discussed this with the senior leadership team who agreed to review group times to support positive outcomes for children.

Children engaged in spontaneous play opportunities and some planned activities over their time at nursery. We saw creative and imaginative play emerging, supported by staff who were responsive to ideas and initiations of play. Staff used effective questioning to scaffold play and learning. For example, we observed a staff member support a small group of children to create a bird mobile for an extended period of time. Children were incredibly proud of their end piece of work. This activity helped build children's confidence and fine motor skills.

We suggested the team continue to develop play and learning opportunities available each day by focusing on children's interest, provocations, and experiences that spark children's curiosities. We highlighted 'Realising the ambition' as a tool to continue to build on existing knowledge and practice for intentional planning within the team.

Planning approaches were currently being reviewed and developed by the team. This was still in the early stages. The focus of development was to ensure a child centred and responsive approach to planning, meaningful observations and assessments was in place. We agreed with the service's plans to continue to embed the planning, observation and evaluation cycle to ensure meaningful outcomes for children. (we have repeated the previous area for improvement).

Children's learning, development and sense of belonging in the local community was enhanced with weekly opportunities to visit local shops, library and care home. On the day of inspection children were very excited to go on the train to visit the care home in a nearby town.

Requirements

1. By 17 February 2023, the provider must make proper provision for the health, welfare and safety of service users. To do this, the provider must, at a minimum:

- a) Effectively plan the environment to ensure that it offers calm, cosy spaces that children can independently access for rest or sleep.
- b) Ensure that children can access clean bedding if they require sleep.

c) Increase staff awareness of child development to recognise when children may require to rest.

This is to comply with Regulation 4 (1)(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: 'The premises have been adapted, equipped and furnished to meet my needs and wishes' (HSCS 5.16), and 'I have enough physical space to meet my needs and wishes' (HSCS 5.20).

This requirement has been repeated from the previous inspection.

2. By 17 February 2023, the provider must make proper provision for the health, welfare and safety of service users. To do this, the provider must, at a minimum:

- a) Develop staff's understanding of their role in safeguarding children.
- b) Ensure that staff have access to key information about the children they are caring for.
- c) Ensure that chronologies are concisely recorded and demonstrate the outcome of any action taken to keep children safe.

This is to comply with Regulation 4 (1)(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 am protected from harm because people are alert and respond to signs of significant deterioration in my health and wellbeing, that I may be unhappy or may be at risk of harm' (HSCS 3.21).

This requirement has been repeated from the previous inspection.

Areas for improvement

1. To improve the quality of children's experiences, staff should ensure that children are meaningfully involved in leading their play and learning through a balance of planned and spontaneous experiences. Children's choice should be promoted, and their learning and development extended through skilful staff interactions.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors' (HSCS 1.25).

This area for improvement has been repeated from the previous inspection.

How good is our setting?

4 - Good

2.2 Children experience high quality facilities

We made an evaluation of good for this quality indicator, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on children's experiences.

Children were supported in rooms that had ample space for them to play together with friends or on their own. Children experienced an environment that was organised and welcoming. The room had natural light and was ventilated. New blinds had been installed to enable staff to manage the amount of light available.

The structure of the indoor environment had been improved to support positive play experiences for children. The team told us they had recently relocated and expanded the block play area to support children's ability to extend their own play. We could see the positive impact of this change as children were having fun and engaged well in this area over the inspection. We agreed with the team's plans to continue to review the environment, children's engagement and spaces to rest. We suggested the team focus on creating a more homely sleep space allocated for the children in rainbow room. Some parents told us they could also see improvements to the setting commenting on new resources available, the spaces being decluttered and more appealing to the children.

Resources within the playroom had been developed since the previous inspection. We observed children engage with a range of toys and resources across the play spaces. Staff were beginning to reflect children's interests in the rooms. The team should continue to review the resources available, ensuring differentiation for children of varying ages, stages of development and individual needs. This will provide a rich and stimulating environment. (see area for improvement 1)

Free flow to the outdoors was available to children, including over mealtimes. Children could access the enclosed garden through two large doors in the rainbow room. The team within the sunshine room were mindful of opportunities to play outdoors, as there was no direct access from the room. Staff advised they try to ensure children go outside daily. We asked the senior leadership team to continue to monitor daily access to the outdoors for all children to ensure it is not adult led.

We agreed with the team's plans to continue to evaluate with children, the space, and resources available in the outdoor garden. The team should focus on providing a stimulating and risk beneficial play environment for children of varying ages and stages of development.

Improvements had been made to infection prevention and control measures in the setting. The standard of cleanliness indoors had improved. We saw children undertaking effective hand washing before meals, and independently cleaning their faces after meal times. However, some infection prevention and control practices needed reviewed further to prevent the spread of infection. For example, cleaning of some equipment, storage of mops in the changing room, and supporting children to their wash hands when playing outdoors. We discussed these issues with the senior leadership team during the inspection and were satisfied that action had been taken to address these quickly. Some parents disagreed with our question "My child attends a setting that is clean and well maintained". The senior leadership team should continue to monitor this to ensure a safe environment.

We sampled the nursery's risk assessments which had been created following the previous inspection. We discussed with the senior leadership team that the assessment requires some development to fully identify risks to children and mitigation measures. Some parents disagreed with our question "my children is safe whilst in the setting". We highlighted the Care Inspectorate's SIMOA guidance to further develop children and staff's understanding of managing potential risks in the nursery and community. (we have repeated the requirement from the previous inspection).

Requirements

1. By 17 February 2023, the provider must ensure children's health, welfare and safety. To do this, the provider must, at a minimum ensure that:

- a) The environment is safe and suitable for children to play and rest.
- b) Effective handwashing is taking place, and modelled by staff, when required such as meal and snack times;
- c) Staff are knowledgeable and competent in relation to assessing and addressing risks
- d) Management have oversight to ensure they can identify and address gaps in infection prevention and control practices and risk assessments.

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 safe and secure' (HSCS 5.17).

This requirement has been repeated from the previous inspection.

Areas for improvement

1. To support children to develop and reach their full potential, the manager and staff should continue to develop the spaces and resources on offer, to provide opportunities that spark curiosity and reflect children's current interests. This will ensure children are challenged at the appropriate level for their stage of development and learning.

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)

How good is our leadership?

4 - Good

3.1 Quality assurance and improvement are led well

We made an evaluation of good for this quality indicator, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on children's experiences.

The service had experienced significant changes in leadership over the past year and were at the beginning of their improvement journey. However, it was encouraging to hear the team discuss their achievements and eagerness to continue to help the service develop to ensure positive outcomes for children in their care. Most parents told us they felt the new senior leadership team had a positive influence on the service and were grateful of the changes made so far.

We found the senior leadership team engaged well during the inspection process. They were welcoming, friendly and open to our suggestions. This demonstrated a commitment to improvement for the children, families and staff within the service. The senior leadership team had a vision for the setting which was shared by the staff we spoke to.

Staff told us they felt involved in the improvement process and their ideas were valued and respected. The team told us there was now a shared responsibility to make improvements in the service. This encouraged a positive working ethos within the setting.

The areas the team had focused on improving since the last inspection, for example personal plans and the lunch time experiences for children, had been achieved to a good standard. This showed us the service had capacity to improve to ensure positive outcomes for the children in their care.

Children and families were welcomed into the setting each day by a member of the senior leadership team. Views of children their families were sought by the service to help inform improvements. The new leadership team had shared the setting's improvement plans and progress with families. This supported families to feel better informed of changes to the setting.

The senior leadership team must notify the Care Inspectorate immediately if certain events take place. This provides assurances that events have been properly addressed in line with current legislation and regulations. Management should refer to good practice guidance, "Records that all registered children and young people's care services must keep and guidance on notification" to identify events that require them to notify the Care Inspectorate. (see area for improvement 1).

We highlighted the service's recording of accidents and incidents within the nursery. We asked the service to consider how GDPR requirements could be met within existing paperwork and communication logs. This included monitoring children following a head injury.

Areas for improvement

1. To ensure that children receive responsive care and support, management should make appropriate notifications to the Care Inspectorate when certain events take place. Management should refer to good practice guidance, "Records that all registered children and young people's care services must keep and guidance on notification" to identify events that require them to notify the Care Inspectorate.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state: "I benefit from different organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected" (HSCS 4.18).

How good is our staff team?

4 - Good

4.3 Staff deployment

We made an evaluation of good for this quality indicator, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on children's experiences.

The service had some changes in staffing over the past year, with new staff members joining the team. This meant the team were still forming, and building professional relationships with each other. We found all staff engaged well in the inspection process. They were open and honest during discussions and when answering questions.

On both days of inspection, the service was appropriately staffed to meet minimum ratios required in a day care setting. However, some staff and families told us they think more staff available would support consistency and continuity of care. We discussed this with the senior management team who acknowledged the challenges the service had faced in relation to balancing the needs of all children within the setting. Appropriate referrals had been submitted to request additional staffing and the head teacher had provided additional support from the school team.

Staff had attended a variety of training to support their learning, development and practice. We could see the impact of training emerging in the environment, interactions and play experiences offered to children. We would encourage the team to continue to reflect on their practice for continuous professional development, which will support positive outcomes for children and their families.

We observed staff communicating with each other across the day. For example, when moving between areas in the playroom, going outdoors and when completing tasks. We observed staff share some information with families at the beginning and end of the day. However, most parents and carers who completed our questionnaires disagree or strongly disagree that 'I am given good quality information about my child's day'. We discussed this with the senior leadership team who agreed to work in partnership with families to improve communication. (we have repeated the previous area for improvement).

Areas for improvement

1. To allow relationships and trust to be built between staff, parents and children, the provider should ensure that families are kept informed of any changes that affect the service. This will help parents and children feel more included in the service.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state that: 'My care and support is consistent and stable because people work together well' (HSCS 3.19).

We have repeated this area for improvement from the previous inspection.

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

Requirements

Requirement 1

By 17 February 2023, the provider must make proper provision for the health, welfare and safety of service users. To do this, the provider must, at a minimum:

- a) Ensure families' needs are met with care and compassion.
- b) Increase staff knowledge about the potential impact on children of adverse childhood experiences.

This is to comply with Regulation 4 (1)(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 experience warmth, kindness and compassion in how I am supported and cared for' (HSCS 3.9).

This requirement was made on 16 December 2022.

Action taken on previous requirement

As part of the service's improvement plan, staff attended training that focused on adverse childhood experiences. Staff told us they now had a better understanding of the potential impact this had on children and their families.

The team had introduced PEEP and TLQ sessions that were open to families.

The team and families shared examples of the team adapting their practices or offering additional support that evidenced meeting families needs with care and compassion.

Met - outwith timescales

Requirement 2

By 17 February 2023, the provider must ensure that the environment is welcoming for children and families, and supports children to reach their full potential through high quality play and learning experiences. To do this, the provider must, at a minimum ensure that:

- a) There is plenty of natural light.
- b) They improve the learning environment to ensure that all children have access to appropriate, organised, and well-presented play resources. This should include but not be limited to open ended resources.
- c) Staff should demonstrate an understanding of child development and provide appropriate play opportunities that support children to make progress in their learning.

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:

'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 requirement was made on 16 December 2022.

Action taken on previous requirement

As noted in the report, blinds had been replaced which allowed plenty of natural light into the play rooms.

The team and new senior leadership team had decluttered the play rooms and refreshed resources available to children. Including adding loose parts and natural open ended materials.

Staff had attended training to extend their knowledge of child development. We could see the impact of this emerging in the environment and play opportunities available for children.

Met - outwith timescales

Requirement 3

By 17 February 2023, the provider must put effective quality assurance systems in place to ensure children receive high-quality care and support. To do this, the provider must, at a minimum ensure:

- a) They implement the action plan that has been devised and ensure there is sustained improvement as a result.
- b) Make certain that staff have effective regular monitoring and supervision support meetings, that afford them opportunities to be actively involved in the improvement process.
- c) An appraisal system should be rolled out to capture all staff's vision, values, skills and interests. In turn these should be utilised, monitored and supported to make positive and effective changes to the nursery.
- d) Clear and manageable system for self-evaluation, auditing and monitoring is implemented for all areas of the service and that it results in effective change.
- e) Ensure systems are aligned to best practice guidance to support the manager and staff to drive forward and sustain improvements.
- f) Make sure staff are fully involved in the quality assurance process to ensure they feel valued and respected.
- g) Ensure children and their families are meaningfully involved and can influence positive change in the service through trusting relationships with staff and managers on all levels.

This is to comply with Regulation 4(1)(a) and (d) (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 care and support is consistent with the Health and Social Care Standards, which state: 'As a child, I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance systems' (HSCS 4.19) and 'I use a service and organisation that are well led and managed' (HSCS 4.23).

This requirement was made on 16 December 2022.

Action taken on previous requirement

The new senior management team had introduced an improvement plan linked to HGIOELC indicators. Actions set were realistic and achievable.

Supervision sessions and team meetings had been planned by the new senior leadership team.

Monitoring and observations of staff practice and children's experiences had been undertaken by the new senior leadership team and early years team to support the continuous development of staff and the services.

Self evaluation had been introduced to the service in a variety of ways to support positive changes to the service. All staff had the opportunity to input and lead improvements in the plan. Staff told us they are now fully involved in the quality assurance process and feel valued and respected.

Systems were now aligned to best practice guidance which supported the senior leadership team and staff to drive forward and sustain improvements.

The leadership team had shared the improvement plan and actions progressed with families. Families were asked for their feedback through questionnaires and face to face discussions.

Met - outwith timescales

Requirement 4

By 17 February 2023, the provider must fully investigate the incident that occurred in the nursery relating to children's medication being left unattended and report their findings to the Care Inspectorate.

This is to comply with Regulation 4(1)(a) and (d) (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 care and support is consistent with the Health and Social Care Standards, which state: 'I use a service and organisation that are well led and managed' (HSCS 4.23).

This requirement was made on 16 December 2022.

Action taken on previous requirement

An investigation was completed and concluded prior to this inspection.

Met - within timescales

Requirement 5

By 17 February 2023, children must benefit from staff who have undertaken professional development that links closely to enhanced outcomes for Kelloholm children and their families.

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

- a) Provide staff with additional support to recognise their learning and development needs, in order that sustained improvements are made in the nursery.
- b) Ensure professional learning is well planned, reviewed and identifies gaps in knowledge.
- c) Encourage and empower staff to use this learning to improve their practice and consider the impact of their learning on improving outcomes for children.
- d) Provide, through recorded monitoring and supervision, effective feedback to staff to enable them to develop and improve through reflective practice.
- e) Ensure improvement is made for children to experience high quality play and learning opportunities that reflect their needs and interests.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/10) Regulation 4 (1)(a) Welfare of Users.

This is to ensure 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 16 December 2022.

Action taken on previous requirement

Staff had attended a variety of training to support their learning, development and practice. We could see the impact of training emerging in the environment, interactions and play experiences offered to children.

Monitoring and observations of staff practice and children's experiences had been undertaken by the new senior leadership team and early years team to support the continuous development of staff and the service.

Met - outwith 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

Planning and record keeping should support staff to plan and provide meaningful experiences to meet children's needs. To achieve this, personal plans should be consistently recorded and contain quality information pertinent to each child. Personal plans should identify the health, safety and welfare needs of each child and they will be met.

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), and 'My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected' (HSCS 1.23).

This area for improvement was made on 16 December 2022.

Action taken since then

Following the previous inspection, the team had reviewed and updated their personal plan templates. Plans were in place for each child and were now shared regularly with families. We found staff used the information gathered within the new templates and one-page profiles to help meet the children's ongoing needs. The team linked proactively with other professionals to identify appropriate strategies to ensure children received support that was right for them, this was then recorded in their personal plans.

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	4 - Good
1.3 Play and learning	3 - Adequate

How good is our setting?	4 - Good
2.2 Children experience high quality facilities	4 - Good

How good is our leadership?	4 - Good
3.1 Quality assurance and improvement are led well	4 - Good

How good is our staff team?	4 - Good
4.3 Staff deployment	4 - Good

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