

# Peerie Foxes Ltd Day Care of Children

The Salvation Army Mission Hall  
45 North Road  
Lerwick  
SHETLAND  
ZE1 ONT

**Type of inspection:**  
Unannounced

**Completed on:**  
24 September 2024

**Service provided by:**  
Peerie Foxes Ltd

**Service provider number:**  
SP2019013296

**Service no:**  
CS2019374246

## About the service

Peerie Foxes Ltd is situated in the former Salvation Army Mission Hall in a residential area of Lerwick.

The service is registered to provide a care service to a maximum of 30 children not yet attending primary school at any one time. No more than 10 are aged under two years; no more than 10 are aged two years to under three years.

The service has sole use of the building. Older children were cared for in a large playroom with younger children being cared for in two adjoining rooms. Children had access to toilet facilities and enclosed outdoor play area.

## About the inspection

This was an unannounced follow up inspection to the inspection carried out on 27 May 2024 and 28 May 2024. This follow up inspection took place on 23 September 2024 from 10:10 to 12:40 and 24 September 2024 from 08:45 to 09:45.

This follow-up inspection focused on the requirement and areas for improvement made during the previous inspection and evaluated how the service had addressed these to improve outcomes for children.

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:

- spent time with children using the service
- spoke with staff and management
- observed practice and children's experiences
- reviewed documents.

## Key messages

- The service had updated their recruitment policy and practices to reflect current guidance and recruit staff safely.
- Improvements to staff deployment meant that staff were able to support children's care needs throughout the day.
- A designated sleep area had been developed to provide children with suitable sleep facilities.
- Quality assurance and self evaluation practices had been developed and plans for improvement were shared with stakeholders.

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

### Requirements

#### Requirement 1

By 1 July 2024, the provider must have policies and practices in place to safely recruit staff, following current guidance. To do this, the provider must, at a minimum, carry out all required pre-employment checks.

This is in order to comply with section 7(1)(b) of the Health and Care (Staffing)(Scotland) Act 2019. This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I am confident that the people who support and care for me have been appropriately and safely recruited' (HSCS 4.24).

**This requirement was made on 27 May 2024.**

#### Action taken on previous requirement

The provider/manager had updated the service's recruitment policy and practices to reflect current guidance. This included that all pre-employment checks must be completed prior to staff being employed. They had also attended training offered by Disclosure Scotland to support their knowledge and understanding of their roles and responsibilities in this area. Recruitment records indicated that the revised policy and procedures had been adhered to, in line with guidance. This gave assurance that all staff were recruited safely, to help promote the safety and welfare of children.

**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 promote children's wellbeing, the provider should ensure that children's care needs are adequately supported at all times of the day, particularly during lunch and sleep routines.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'My care and support meets my needs and is right for me' (HSCS 1:19).

**This area for improvement was made on 27 May 2024.**

#### Action taken since then

The provider/manager had employed additional staff to raise the adult to child ratio above the minimum requirements. This resulted in staff being more available to support children's care, support and developmental needs. This included at sleep and mealtimes.

A designated sleep area had been developed, where cots were available for when children needed to rest and sleep. Children's sleep routines were responsive to their needs, and sensitively supported. They received cuddles and used comforters from home when they needed these. Sleep routines were safely managed, with staff monitoring sleeping children using a baby monitor and carrying frequent checks. Where children's preferences did not follow best practice guidance, the service had discussed this with parents and had agreements in place to help promote children's safety and comfort. Staff communicated well to make sure they were all aware of children's sleep requirements and supported each other in making sure these routines ran smoothly. These measures resulted in children's safety and emotional wellbeing being supported during sleep routines.

Lunch times had been developed for all age groups. Enhanced staffing levels promoting safe and more sociable mealtimes for children aged 0 to two years, where their care needs were met immediately. Children were offered the type of seating most appropriate to their developmental stages, and staff sat with them, supervising and supporting them well.

Older children benefitted from improvements to their mealtimes where staff were working on developing opportunities for children to practice independence. Children were well supported and supervised, and staff chatted with them. These measures provided children with safe, sociable mealtime experiences.

This area for improvement has been met.

#### Previous area for improvement 2

To promote consistently positive experiences and outcomes for children, the provider should ensure robust quality assurance, including self-evaluation and monitoring of practice, accessible to and involving all staff and stakeholders.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I experience high quality care based on relevant guidance and best practice' (HSCS 4.11).

**This area for improvement was made on 27 May 2024.**

#### Action taken since then

Quality assurance practices had been developed since the previous inspection. This included a quality assurance calendar, which detailed designated tasks and responsibilities. The manager monitored staff practice through individual supervision and support meetings with staff. These gave opportunities to discuss practice and identify any areas for professional development.

Staff were familiar with ongoing improvement priorities, and these were clearly displayed for staff and parents. Parents received regular updates and were given opportunities to share their views. This helped ensure that all stakeholders were aware of improvement priorities and were able to contribute to these.

Management and staff regularly reviewed their progress and the effectiveness of new developments. This gave assurances that quality assurance and improvement were continuous, and resulted in improved and positive outcomes for children. Staff were aware of the relevant guidance documents to support self-evaluation and we encouraged further use of these to help ensure thorough assessment of children's experiences.

The manager had participated in the Care Inspectorate's Improvement Programme and used their learning from this to support planning for improvements.

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

#### Previous area for improvement 3

To promote children's wellbeing and safety, the provider should ensure that staff are always deployed effectively to meet children's care and support needs.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'My care and support meets my needs and is right for me' (HSCS 1:19)

**This area for improvement was made on 27 May 2024.**

#### Action taken since then

The provider/manager had employed additional staff to raise the adult:child ratio above the minimum requirements. This resulted in staff being more available to support children's care, support and developmental needs. This included at sleep and mealtimes.

Rotas were in place to support the effective deployment of staff throughout the day. Staff breaks were planned to minimise disruption to children. During key times of the day, such as lunch and sleep times, staff had designated tasks such as toileting children, sitting with children during lunch and settling those requiring a nap. Staff communicated with each other as they moved around the setting to support children. These measures resulted in children being well supported and continuity of care.

**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](http://www.careinspectorate.com).

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