

Old Station Nursery Day Care of Children

Melrose Station
Palma Place
Melrose
TD6 9PR

Telephone: 01896 823 892

Type of inspection:
Unannounced

Completed on:
26 November 2024

Service provided by:
Zara Hedley trading as Old Station
Nursery

Service provider number:
SP2009010548

Service no:
CS2009231888

About the service

Old Station Nursery is registered to provide a day care service to a maximum of 41 children at any one time between the ages of three months and 12 years, of whom no more than 15 may be under two years.

The service operates from a converted railway station building close to the centre of Melrose. There are three playrooms, one which caters for babies and two adjoined playrooms for 2-5 year olds. The outdoor garden space is separate from the building. The service is close to local amenities, schools and green spaces.

About the inspection

This was an unannounced follow up inspection, that took place on 26 November 2024 between 09:30 and 14:30. Two inspectors carried out the inspection.

To prepare for this inspection we reviewed information about the service. This included previous inspection findings, registration and complaints information, ongoing communication and monitoring visits to the setting, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluations we:

- Spoke with and observed children using the service
- Received written feedback from two families
- Spoke with staff and the manager
- Observed practice and children's routines and experiences
- Reviewed documents.

Key messages

- The service had brought about positive change and improvement that were having a positive impact on outcomes for children.
- Children experienced kind, caring and warm interactions from staff who knew them well.
- Ongoing reflective discussions and self-evaluation had informed improvements across the service.
- Children's routines had improved and this was having a positive impact on their overall wellbeing.
- Feedback from families and staff emphasised the positive relationships that had been built and the strong connection between the service and home.

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?	3 - Adequate
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

At the previous inspection, we evaluated this key question as unsatisfactory. However, improvements made to the service had resulted in a re-evaluation to adequate.

Quality Indicator 1.1: Nurturing care and support

Children experienced kind, caring, warm interactions from staff who knew them well. One parent shared, "I cannot emphasise enough the professionalism and care for the children that shines through every interaction with the staff" another said, "The staff make me feel very safe and capable in their abilities to care for my children, because they know them all so well". The staff had worked hard to bring about positive changes and make improvements across the service. These were having a positive impact on outcomes for children. We have commented in more detail about the improvements made in the sections of this report headed: 'What the service has done to meet any requirements 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

At the previous inspection we evaluated this key question as weak. However, improvements made to the service had resulted in a re-evaluation to adequate.

Quality Indicator 2.2: Children experience high quality facilities

Improvements to children's routines were having a positive impact on children's overall safety, health and wellbeing. For example, children were no longer being moved between playrooms, which resulted in them experiencing consistency and predictability within their environment. We have commented in more detail about the improvements made in the sections of this report headed: 'What the service has done to meet any requirements 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'.

The provider had worked in partnership with the manager and staff team to bring about improvements to the overall environment and ensure resources were age appropriate and safe for children. Staff shared positive feedback in relation to the maintenance reporting procedure and explained that any reported issues were now being addressed in a timely manner. Moving forward, the provider should continue to progress with addressing the outstanding maintenance in the garden space. An area for improvement has been made to support the service to continue to embed and sustain an effective maintenance system. This would contribute to children experiencing safe, quality play spaces that enhance their care, play and learning (**see area for improvement 1**).

Areas for improvement

1. To ensure children experience a quality environment, the provider should ensure that well-functioning arrangements for monitoring, maintenance and repair of the setting and resources are consistently implemented. This should include the replenishing and replacing of resources and addressing maintenance and repair issues within a timely manner.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' (HSCS 5.22).

How good is our leadership?

3 - Adequate

At the previous inspection, we evaluated this key question as unsatisfactory. However, improvements made to the service had resulted in a re-evaluation to adequate.

Quality Indicator 3.1: Quality assurance and improvement are led well

The provider had increased the time they were physically spending within the setting. The manager and staff team spoke positively about this change and the positive impact this had made to the relationships with the provider and strengthened the communication. This had enabled the provider, manager and staff team to effectively work together to push forward with the required improvements. This had contributed to improved outcomes for all. We have commented in more detail about the improvements made in the sections of this report headed: 'What the service has done to meet any requirements 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 staff team?

3 - Adequate

At the previous inspection we evaluated this key question as unsatisfactory. However, improvements made to the service had resulted in a re-evaluation to adequate.

Quality Indicator 4.3: Staff deployment

Staffing levels had been enhanced since our last inspection. Additional staffing had supported the manager to ensure that staff were able to access their entitled breaks away from children during each working day. This had supported staff to feel rested and refreshed. Staff recognised the positive impact this had on their own overall, health and wellbeing. We have commented in more detail about the improvements made in the sections of this report headed: 'What the service has done to meet any requirements 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'.

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

Requirements

Requirement 1

By 13 September 2024, the provider must ensure children's care, wellbeing and development needs are met because the quality of staff communication and interaction have improved. To do this, the provider must, at a minimum, ensure staff provide children with nurturing and caring interactions and support at all times to meet their individual needs.

This is in order 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 or young person I feel valued, loved and secure' (HSCS 3.10).

This requirement was made on 5 July 2024.

Action taken on previous requirement

Children experienced kind, warm and responsive interactions. Staff were down at child height and were sensitive in their approach as they listened and responded to children. The manager and staff had revisited different aspects of how children play and learn which had supported them to reflect and develop their interactions with children. One parent told us, "I feel that my child is incredibly well looked after at nursery. Some days they insist on giving the nursery teachers a hug before they will come home with me! They speak about the nursery teachers often. Yesterday they sang "mine go back to nursery, Mummy!" all of the way home". The manager had plans to continue to focus on this important area of practice as the team grow in size and move forward. This would continue to ensure that quality interactions remain an ongoing focus across the staff team. Therefore, contribute to children's positive care, play and learning experiences.

Met - within timescales

Requirement 2

By 27 September 2024, the provider must ensure that children's health, welfare and safety needs are met through an effective personal planning approach. These should include working proactively with other professional, outside agencies and families to identify appropriate strategies of support. Staff must ensure that the care needs set out in children's personal plans are followed accurately. This will help keep children safe and meet their health and wellbeing needs.

This is to comply with Regulation 4(1)(a) (Welfare of Users) and Regulation 5(1)(2) 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 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 are met, as well as my wishes and choices' (HSCS 1.15).

This requirement was made on 5 July 2024.

Action taken on previous requirement

The manager and staff had worked hard to implement an effective personal planning approach. Staff had carried out personal research and used a variety of different good practice guidance to inform the development of these documents. These had been developed in partnership with families and contained key information in relation to children's individual care, play and learning needs. A mixture of home and in setting learning and achievements had been recorded and celebrated. Observations and learning tracking documents had enabled staff to record, monitor and support children's overall learning and progression. Staff recognised the importance of children being given time to revisit and consolidate new learning before introducing next steps. The new format of the personal plans meant that all staff had access to key information to inform their approach with individual children. As a result, children experienced care and support that was right for them and reflected their needs and the wishes of their families.

Met - within timescales

Requirement 3

By 13 September 2024, the provider must ensure that well-functioning arrangements for monitoring, maintenance and repair of the setting and resources are consistently implemented. At a minimum dangerous and damaged items must be removed and promptly replaced.

This is to comply with Regulations 4(1)(a) (Welfare of Users) and 10(2)(d)(Fitness of premises) 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 an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' (HSCS 5.22).

This requirement was made on 5 July 2024.

Action taken on previous requirement

The provider had introduced a new maintenance reporting procedure. Staff shared that this was working well and maintenance and repair issues were being addressed in a timely manner. As a result, children experienced a safe environment. The manager recognised that further work was still required within the garden space to address some outstanding maintenance. The provider was aware of this and had plans to action this. We have made an area for improvement within 'Key Question 2: How good is our setting?' to support the service to continue to embed and sustain an effective maintenance and repair system.

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

Outcomes for children should be improved through supporting staff to implement a child-centred approach to observation, planning and assessment of children's learning through play.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'As a child, my social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open-ended and natural materials' (HSCS 1.31).

This area for improvement was made on 5 July 2024.

Action taken since then

From speaking with staff and reviewing the floor books, it was evident that significant progress had been made in ensuring a child-centred approach through observations, planning, and assessment of learning through play. We noted a connection between staff observations and their plans to move forward with these, such as, the children's interest in spiders and the ice cream shop. For example, the visit to the ice cream shop sparked a conversation about different flavours, which then led to a visit to the local orchard. This natural progression demonstrated how staff were fostering a responsive learning environment. The outcome of this approach for the children was a deeper engagement with their learning, as staff were effectively building on their interests and promoting exploration and discovery in a meaningful and enjoyable way.

This area for improvement has been met.

Previous area for improvement 2

To support children's wellbeing, development and learning, the provider should ensure that children experience consistency and continuity in their care, play and learning. This should be supported through quality play spaces both indoors and outdoors. Resources and routines should be improved and be developmentally appropriate for the mixed age group of children.

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 5 July 2024.

Action taken since then

The manager and staff had been working hard to evaluate and develop the routines, resources and play spaces. Children were no longer moving between playrooms and this contributed to them experiencing continuity and consistency in their care, play and learning.

Staff had carried out environment audits of the space with all ages now coming together in one playroom. At the time of the inspection, all children attending the service were under three years old. Staff continued to have reflective discussions about age appropriate resources within the space. The manager recognised that the next step was to further develop the detail within the spaces and introduce further resources to compliment children's play and learning.

Routines were flexible and staff adapted these to meet the needs of the individual children within the space. Newly introduced experiences complimented children's routines across their day. For example, children were now visiting the local shops on a weekly basis to select their own fruit, vegetables and ingredients for snacks. This was enhancing children's care, play and learning opportunities.

The service had worked hard to remove risks and had begun to create a safe outdoor area for children. Further work was now required to develop the quality of the play spaces and variety of resources within this area. The manager was aware of this and had plans to further develop this.

To support the service to continue to bring about positive changes within the environment and make further improvements, this area for improvement remains in place.

Previous area for improvement 3

To sustain and maximise children's outcomes, there should be improvements to the management of resources. This should include but not be limited to having clear and agreed approaches to ensuring children's needs are central to decisions, clear and agreed purchasing and ordering procedures, a system that supports the timely response to essential equipment repair or replacement.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

This area for improvement was made on 5 July 2024.

Action taken since then

A newly developed ordering process, along with improved communication between the provider, staff and manager was having a positive impact on outcomes for all. The manager and staff confirmed they felt supported by the provider to order and receive new resources when needed. This was enabling them to replenish and replace resources when required. The provider had introduced a petty cash system which enabled staff to be responsive to children's interests and involve the children in the purchasing of local produce. This was having a positive impact on the quality of the play and learning experiences for children.

This area for improvement has been met.

Previous area for improvement 4

To ensure positive outcomes for children, the provider should ensure that effective, personalised arrangements are in place for inducting and developing new staff. This should include, but is not limited to, ensuring new staff are supported to develop the skills they need through professional learning, modelling of good practice, observation and supportive mentoring.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

This area for improvement was made on 5 July 2024.

Action taken since then

The manager had further developed a detailed, ongoing induction programme. This had supported new staff to feel confident and supported as they transitioned into their new roles. The manager and staff worked together as a team, taking a shared leadership approach which recognised individual strengths across the team. This information was then used to inform the mentoring programme within the service. For example, a staff member taking the lead and mentoring new staff on core areas of practice such as, observation and planning. Ongoing reflective discussions were built into the induction process. A staff member shared the positive impact these were having on their practice and confidence. This contributed to positive outcomes for all.

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.

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?	3 - Adequate
3.1 Quality assurance and improvement are led well	3 - Adequate
How good is our staff team?	3 - Adequate
4.3 Staff deployment	3 - Adequate

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