

ABC Day Nursery Day Care of Children

12 Rose Terrace
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Telephone: 01738 623 291

Type of inspection:
Unannounced

Completed on:
6 December 2024

Service provided by:
ABC Children's Services Limited

Service provider number:
SP2010011116

Service no:
CS2003010080

About the service

ABC Day Nursery is a day care of children service registered to provide a care service to a maximum of 70 children at any one time; aged from 0 to an age to attend primary school; of whom no more than 38 may be less than 2 years.

The service is provided from a terraced two storey Georgian building in the city centre of Perth. The upper floor consists of two playrooms, toilet and nappy changing facilities, a kitchen and a staff room. The lower floor consists of another two playrooms, toilets and an office space. Direct access to the nursery garden to the rear of the property is available from one of the playrooms on the lower floor. The building overlooks a large public green space and is close to shops and parks.

About the inspection

This was an unannounced follow up inspection which took place on 6 December 2024 between 09:30 and 13:45. The inspection was carried out by one inspector.

To prepare for the inspection we reviewed information about the 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 staff and management
- observed practice and children's experiences
- reviewed documents.

Key messages

Of the two requirements made at the previous inspection, all had been met.

The one area for improvement made at the previous inspection had been met.

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

Requirements

Requirement 1

By 12 August 2024, 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:

- a) Personal plans set out children's current needs and how they will be met.
- b) All staff are aware of and understand the information within the personal plans, including support strategies and use this to effectively meet each child's needs.
- c) Personal plans are regularly reviewed and updated in partnership with parents.

This is to comply with Regulation 5(2)(a) and (b) (Personal plans) of the Social Care and Social Work and Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI 2011/2010).

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 care and support meets my needs and is right for me' (HSCS 1.19).

This requirement was made on 13 February 2024.

Action taken on previous requirement

Children's wellbeing was supported through adequate personal planning. Staff completed and reviewed these in partnership with parents and carers. All personal plans included documents such as, All About Me's, developmental milestone trackers and personal targets. Staff used additional documents, such as tailored support plans, to clearly outline additional support for children who required more specific targets and strategies. This enabled staff to know children's individual needs and set out how they would be met. As a result, the quality of children's experiences and outcomes had improved.

All staff confidently spoke about the children's likes, wishes and needs in their care. They had developed positive attachments with children to provide a safe and secure environment for children to play and learn. The management team effectively monitored personal plans to ensure they were accurate and up to date. This further supported staff to ensure they had the right information to support children's needs.

This requirement has been met.

Met - within timescales

Requirement 2

By 30 August 2024, the provider must ensure improved outcomes for children by implementing effective and robust quality assurance processes.

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

- a) regular, effective and focused monitoring is carried out across the setting
- b) robust audits are developed and implemented and any actions are addressed promptly
- c) the management team effectively monitors the work of each member of staff and the service as a whole.

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 to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This requirement was made on 13 February 2024.

Action taken on previous requirement

Self-evaluation was in place which led to improvements for children and families. The management team was well organised and effectively communicated with staff and families. Some targeted observations were carried out to measure the success of changes made and the impact on children's outcomes.

The management team had begun to effectively monitor the work of each member of staff and the service as a whole to improve outcomes for children. Peer evaluations were also in the early stages of development to strengthen self-evaluation and share good practice throughout the staff team.

A quality assurance system was in place, including a quality assurance calendar that supported time management. A systematic approach was used to audit areas in the nursery which measured children's care, play and learning. At times, this was in the form of checklists which could be restrictive. The manager took separate notes to ensure they kept track of strengths and action points for development. There was scope to reflect more of the evidence behind what was going well and what could be further developed. This would support staff to have a deeper understanding of strengths and areas for improvement as well as provide more focussed targets in relation to improvement planning.

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

Children should experience high quality care, play and learning that meets their individual needs. To achieve this, staff should increase their knowledge and understanding of approaches that influence and support children to reach their full potential.

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

This area for improvement was made on 12 June 2024.

Action taken since then

Staff had increased their knowledge and understanding of approaches that influence and support children to reach their potential. A range of professional development opportunities had been given to staff. This ranged from in house training sessions to reviewing good practice documents. Consistency of planning approaches had been one focus, with staff reflecting on child centred pedagogy, including responsive and intentional planning. Experienced staff were modelling practice to support consistency in the new approaches. As a result, children's quality of care, play and learning had begun to improve.

Staff were enthusiastic and engaged well in their leadership roles, for example, communication champion. This empowered staff to confidently improve the setting and supported good team morale. A questionnaire carried out by the service found that parents had noticed a marked improvement in the communication within the setting. This showed staff were having a positive impact on the development of the service.

Improvements to the environment and children's opportunities were evident. Experiences were designed around children's interests such as, melting snowmen and arctic animals. The setting was warm and inviting for children, enabling them to feel secure and ready to play and learn.

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.

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