

Victoria Quay Nursery Day Care of Children

The Scottish Government
Victoria Quay
Edinburgh
EH6 6QQ

Telephone: 01312 440 782

Type of inspection:
Announced

Completed on:
2 December 2024

Service provided by:
North Edinburgh Childcare Enterprise
Limited

Service provider number:
SP2010010995

Service no:
CS2010253738

About the service

Victoria Quay Nursery is registered to provide an early learning and childcare service to a maximum of 37 children at any one time, aged from three years to those not yet attending primary school, of whom no more than 18 are under 2 years. Early learning and childcare is delivered in partnership with Edinburgh City Council.

The service is a work based nursery, located in the Scottish Government building in Leith, Edinburgh. It is close to local transport routes and amenities, with car parking available. An outdoor area can be accessed from the playrooms.

About the inspection

This was an announced shared follow-up inspection which took place on Monday 2 December 2024 between the hours of 08:20 and 14:30. The inspection was carried out by one inspector from the Care Inspectorate in collaboration with two Education Scotland inspectors. We assessed the progress of three requirements and two areas for improvement set at the last inspection.

To prepare for the inspection we reviewed information about this service. This included the previous shared inspection report, information submitted by the service and intelligence gathered since the last inspection.

In assessing progress with the requirements and areas for improvement, we:

- spoke to and interacted with children using the service
- spoke with staff, the manager and the area manager
- observed practice, daily routines and children's experiences
- reviewed documents in the service
- took into account feedback we received from 20 families and met with seven parents.

We provided feedback to the manager, provider representative and the local authority representative later the same day.

Key messages

Since the last inspection, changes in management have meant a period of uncertainty for families and the team. This is starting to settle with staff feeling supported and motivated to improve the service for children.

A requirement had been met which meant that there were enough staff to ensure children were supported throughout the day, particularly at transition points, such as lunchtime.

Sufficient progress had been made to children's personal plans and so this requirement was met. However, a new area for improvement was set to further develop and embed personal planning to benefit children's care and support.

Sufficient progress had not been made to develop and embed quality assurance processes. As a result, gaps in provision were not yet consistently being identified and addressed as part of a continuous improvement approach. A requirement from the previous report will remain with an extended timescale of 31 March 2025.

While some improvements had been made, two areas for improvement had not been fully met. As a result, children were not yet experiencing a quality mealtime experience or high quality play and learning opportunities. Both areas for improvement will remain.

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?	2 - Weak
How good is our leadership?	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?

2 - Weak

Quality indicator 1.1: Nurturing care and support

Progress had been made to children's personal planning which was improving outcomes for some children. A summary of this can be found at requirement 1 in the section, 'What the service has done to meet any requirements made at or since the last inspection'.

Further work was needed to ensure additional support needs of children were consistently planned for and monitored. This would ensure all children were supported to reach their full potential (see area for improvement 1).

In addition, personal plans must be quality assured to keep them relevant and purposeful for children (see requirement 2 in section, 'What the service has done to meet any requirements made at or since the last inspection').

Areas for improvement

1. In order for all children to reach their full potential, the provider should ensure personal planning continues to develop, with improvements being sustained. Improvements should continue specifically but not exclusively with the planning for and monitoring of children's additional support needs.

This is to ensure 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).

How good is our leadership?

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 3.1: Quality assurance and improvement are well led

Progress had been made to the leadership of the service. The provider was spending more time in the service and was accessible to staff and parents. A permanent manager had been recruited and was being inducted over a period of time. This enabled the provider and the manager to engage staff in a pace of change which could be sustained.

The ethos of the service was positive and strengths-based. Staff reported that this positively influenced their morale and engagement in the improvement process. Over time, this would continue to positively benefit children and enhance their outcomes. Parents also acknowledged recent improvements around staff morale and increased information about the service in general. We have commented in more detail about the improvements made in the section, 'What the service has done to meet any requirements 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

In order to identify, plan for and meet children's health, welfare and safety needs, the provider must ensure their personal plans are up to date and used to inform care.

By 28 June 2024, the provider must have specifically but not exclusively:

- worked alongside parents to update children's personal plans
- recorded enough information in children's plans and used it to guide staff in providing consistent care
- ensured that all staff understand the purpose of personal plans and are familiar with the guidance 'Guide for Providers on Personal Planning, Early Learning and Childcare' (Care Inspectorate 2021).

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

This is also 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).

This requirement was made on 9 May 2024.

Action taken on previous requirement

Improvements had been made to children's personal planning to ensure their needs were known, planned for and met.

Children's individual personal plans had been updated with parents since the last inspection. As a result, staff had detailed and current information about children's health, care needs and wishes. This information was being used to plan children's care and ensure it was right for them. The progress of children's care needs was monitored through regular summary reports. These were also shared with parents. Further work was needed to ensure additional needs of children were planned for and monitored for effectiveness. This would ensure all children were supported to reach their full potential.

Staff could see the benefit of personal planning on children's daily care. The use and maintenance of the plans was in the early stages of being embedded into practice. For example, some plans were being regularly updated, while others were not. Parents felt that their involvement in their child's personal planning remained inconsistent between rooms.

Sufficient progress has been made to deem this requirement as met. However, an area for improvement will be made to support the further development of personal planning (see area for improvement 1 in key question 1: 'How good is our care, play and learning?').

Met - within timescales

Requirement 2

To ensure the best possible health, welfare and safety outcomes for children, the provider must quality assure key aspects of children's care and support, to aid improvement.

By 31 July 2024, the provider must have a robust procedure in place to monitor at a minimum:

- Children's personal plans including medication
- Health and safety
- Staff and child interactions
- Children's play experiences

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, (SSI 2011/210) Regulations 3 & 4.

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

This requirement was made on 9 May 2024.

Action taken on previous requirement

Progress had been made to the general leadership of the service. A permanent manager had been recruited and was being inducted over a period of time. This enabled them to engage staff in a pace of change which could be sustained.

The ethos of the service was positive and strengths-based. This positively influenced the team morale and their engagement in the improvement process. Over time, this would positively benefit children and enhance their outcomes.

Some improvements had been made to the quality assurance processes. Examples of quality assurance being carried out were:

- fortnightly audits to ensure children had access to core resources in each play room
- senior management carried out spot checks in the service
- spot checks of children's personal plans.

However, these were at the early stages of development and were not fully enabling continuous improvement. Gaps remained in key aspects of children's care, play and learning, which were impacting on their ability to reach their full potential.

Management understood the need to quality assure informally and formally to support staff practice and to ensure children receive a quality service. They demonstrated a commitment to continued improvement.

This requirement has not yet been fully met and will remain with an extended timescale of 31 March 2025.

Not met

Requirement 3

To ensure children's health, welfare and safety needs are met at all times, the provider must ensure there are enough staff available throughout the day.

By 7 June 2024, the provider must:

Support effective deployment of staff skill and experience in each room

Review break times to ensure children are supported through transition points in the day such as lunchtime

Review break times to enable staff to be refreshed and energised for children throughout the day

Empower staff to always maintain professional conduct within their team.

This is in order to comply with section 7(1)(a) of the Health and Care (Staffing) (Scotland) Act 2019.

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

This requirement was made on 9 May 2024.

Action taken on previous requirement

Improvements had been made to the deployment of staff to ensure children's health, welfare and safety needs were met.

A new staff member was employed to provide cover over lunchtime. Their role was to carry out the practical tasks of preparing food for each room. This meant that room staff were freed up from this task. As a result, children experienced a safe and calm lunchtime as staff were relaxed and sat alongside them.

Following the last inspection, some changes were made to the combination of staff in each room. This was an ongoing process as the new manager was becoming familiar with staff strengths and how they could complement each other to benefit children.

Also, following the last inspection, management worked with staff to build their confidence in supporting and challenging their colleagues, to benefit children. Examples were provided of when staff demonstrated professional conduct and responsibility for ensuring quality of provision.

Parents reported that staffing was more consistent and as a result, the rooms felt calmer 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 ensure children have a consistently safe and positive mealtime experience, the provider should improve the supervision of children and involve them more in the process.

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

This area for improvement was made on 9 May 2024.

Action taken since then

Improvements had been made to the safety of children during mealtimes. Enough staff were sitting with children for social contact and to supervise them while eating. This reduced the risk of choking. As a result, children experienced a calm mealtime experience where they could eat at their own pace.

However, there remained inconsistencies in the quality of mealtimes across the play rooms. For example, the waiting time for some children was long and there were missed opportunities to involve children in the mealtime experience.

This area for improvement has not been met and will remain.

Previous area for improvement 2

To ensure children are consistently supported in their learning, the provider should engage staff in training and self-evaluation. This would enhance the learning environments, planning and interactions.

This is to ensure 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 9 May 2024.

Action taken since then

Some improvements had been made to enhance the learning environments, planning and interactions for children.

Staff were becoming more mindful of children in play. For example, younger children had more time and space to explore their environment and resources with staff offering commentary of their activities. This provided valuable feedback for children and contributed to extending their vocabulary.

New resources had been purchased which enhanced the play experience for younger children specifically. For example, sensory resources were available and larger sand and water trays allowed easier access.

Planning for and tracking children's learning continued to be at the early stages of development. The service continued to work with the local authority on developing these processes. Parents felt more informed about children's learning however, further improvement was needed. One parent felt their child was more engaged and enthused about their day at nursery.

However, sufficient improvement was not consistent for all children. For example, the preschool room and garden were awaiting development to enhance the learning opportunities for children.

While the area for improvement from the last inspection had not been fully met, progress had been made and was having a positive impact on children.

The area for improvement has not been met and will remain.

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?	2 - Weak
1.1 Nurturing care and support	3 - Adequate
1.3 Play and learning	2 - Weak
How good is our leadership?	3 - Adequate
3.1 Quality assurance and improvement are led well	3 - Adequate

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