

Sgoil Araich Ghaidhlig Loch Abar

Day Care of Children

Bun-Sgoil Ghaidhlig Loch Abar
Ardgour Road
Caol
Fort William
PH33 7JE

Telephone: 01397 709 720

Type of inspection:
Unannounced

Completed on:
11 February 2025

Service provided by:
Highland Council

Service provider number:
SP2003001693

Service no:
CS2003013559

About the service

Sgoil Araich Ghaidlig Loch Abar is registered to provide a day care of children service to a maximum of 50 children aged from three years to those attending primary school at any one time. The nursery and out of school care service is operated by Highland Council. The service operates term time only.

The nursery is located on the premises of the Bun-Sgoil Ghaidlig Loch Abar Primary School and has its own separate entrance. The accommodation comprises of two large playrooms, a kitchen area and a reception area with cloakroom facilities. Shared toilets and a nappy changing space are located between the two playrooms. There is an enclosed outdoor play area which can be directly accessed from both indoor playrooms. The out of school service operates from one of the nursery playrooms and has direct access to the outdoor space.

About the inspection

This was an unannounced follow up inspection which took place on 10 February 2025 between 09:00 and 15:30. Feedback was shared virtually on 11 February 2025. 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:

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

Key messages

- Children benefited from mealtime experiences which supported their safety and wellbeing.
- Improvements to the systems for the safe management and administration of medicine kept children safe.
- Staff were deployed well which promoted a safe environment for children.
- Work had been completed to improve the layout and resources within the indoor playrooms which promoted children's engagement and contributed to reducing risks in the service.
- Effective personal planning for children was not yet consistent within the service.
- Quality assurance processes need to be extended and embedded to secure sustained improvements across the service and improve outcomes for children.
- Sufficient resources are not yet allocated to effectively manage and lead the service.

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

Requirements

Requirement 1

By 31 January 2025, the provider must ensure each child receives appropriate care and support and their needs are met. 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 knowledgeable and understand the information within the personal plans and use this to effectively meet each child's needs; and
- c) personal plans are regularly reviewed and updated in partnership with parents to reflect children's current needs.

This is to comply with Regulation 5(1)(2) – (Personal plans) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210). (Requirements for Care Services) Regulations 2011, SSI 2011/210.

This is to ensure care and support is consistent with the Care Inspectorate document Guide for providers on personal planning.

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).

This requirement was made on 31 October 2024.

Action taken on previous requirement

Effective personal planning for children was not yet consistent within the service. Training in developing and maintaining personal plans had been carried out for all staff. Some personal plans sampled set out children's current needs and how they would be met. However, this was not yet consistent for all children. Some families had been given the opportunity to review and update personal planning information. This was not yet consistent for all children and some children's information had not been updated since last session. As a result, staff did not always have the information necessary to meet children's needs.

This requirement has not been met and will be extended until 28 April 2025.

Not met

Requirement 2

By 25 November 2024 the provider must review and improve the mealtime experiences to ensure children's safety, health and wellbeing. This should include but is not limited to ensuring:

- a) staff are deployed effectively to ensure children are safe and well supported during snack and mealtimes;
- b) staff provide effective and individualised care and support, where appropriate, to children during mealtimes;
- c) staff are competent, skilled and knowledgeable in relation to 'Good practice guidance: prevention and management of choking episodes in babies and children'; and
- d) staff apply their learning into practice.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI 2011/210) 4(1)(a) - Requirements to make proper provision for the health and welfare of service users.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I can enjoy unhurried snack and mealtimes in as relaxed an atmosphere as possible.' (HSCS 1.35).

This requirement was made on 31 October 2024.

Action taken on previous requirement

Children benefited from mealtime experiences which supported their safety and wellbeing. The mealtime experiences had been reviewed and improved with the staff team. Staff were deployed effectively to ensure children were safe and well supported during snack and mealtimes. Staff provided individual care and support to children and ensured children were well supervised whilst eating. Staff we spoke with confidently shared how they could reduce choking risks and manage a choking episode with a young child. As a result, children were kept safe and well supported during mealtimes.

This requirement has been met.

Met - within timescales

Requirement 3

By 15 November 2024, the provider must ensure children's medical needs are safely managed and a full audit of medical information for children takes place. To do this, the provider must, at a minimum ensure:

- a) medical permission forms are fully completed by parents and carers prior to the administration of medication;
- b) medication administered is accurately recorded;
- c) staff are knowledgeable and competent in relation to the recording of medication and follow the 'Management of Medication in Day Care of Children and Childminding Services' guidance; and
- d) staff apply their learning to practice.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI 2011/210) 4(1)(a) - Requirements to make proper provision for the health and welfare of service users.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'Any treatment or intervention that I experience is safe and effective.' (HSCS 1.24).

This requirement was made on 31 October 2024.

Action taken on previous requirement

Effective systems for the safe management and administration of medicine kept children safe. All issues identified with the management and administration of medication at the previous inspection had been rectified. All medical permission forms we sampled had been fully completed by parents prior to the administration of medication. Medication which had been administered for children had been accurately recorded and shared with families. The staff team had been supported to review medication guidance and had applied this learning to their practice. Effective monthly audits of medication were now taking place to support the identification of gaps in provision. As a result, children were kept safe as their medical needs were well managed.

This requirement has been met.

Met - within timescales

Requirement 4

By 2 December 2024, the provider must ensure that children are safe and protected and their wellbeing needs are met. To do this, the provider must, as a minimum ensure:

- a) all staff are knowledgeable and competent in relation to child protection procedures and implement these appropriately; and
- b) chronologies are used effectively to identify and support children's wellbeing and safeguarding.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI 2011/210) 4(1)(a) - Requirements to make proper provision for the health and welfare of service users.

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, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities.' (HSCS 3.20).

This requirement was made on 31 October 2024.

Action taken on previous requirement

Since the last inspection, the service had reviewed and improved their procedures to ensure that children are safe, protected and their wellbeing needs are met. Effective systems for recording information and sharing concerns are now in place and understood by the staff team. As a result, information can now be effectively gathered to support assessment and any necessary action to keep children safe and protected. Although there had been no child protection incidents since the last inspection, we spoke with the manager and staff who were competent and confident in their understanding of how child protection procedures would be implemented.

This requirement has been met.

Met - within timescales

Requirement 5

By 15 November 2024, the provider must ensure that children experience care in an appropriate and safe environment. At a minimum, the provider must ensure that:

- a) effective measures are in place to identify and reduce the risks within the service; and
- b) staff are confident and competent in assessing and addressing risks including for individual children.

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:

'I make informed choices and decisions about the risks I take in my daily life and am encouraged to take positive risks which enhance the quality of my life' (HSCS 2.24); and
'My environment is secure and safe' (HSCS 5.19).

This requirement was made on 31 October 2024.

Action taken on previous requirement

Staff worked well together to promote a safe environment for children. With guidance from the local authority support team, risk assessment procedures within the service were reviewed and improved. Staff were given training and support in identifying and managing risks within the service.

Procedures for the daily checks of the indoor and outdoor spaces had been reviewed and improved and were implemented by staff to ensure spaces were safe and secure for children. Risk assessments had been reviewed and improved, including for individual children, and staff implemented the strategies from these to keep children safe throughout the day.

Improvements had been made to the arrival and departure procedures which contributed to children's safety. Staff deployed themselves more effectively during arrival and departure times and used walkie talkies to aid communication. An adult was always present in the reception area at these busier times. Children's awareness of how to keep themselves safe and not enter the reception area unsupervised had also been developed with staff reinforcing this expectation when needed. These changes helped to reduce the risk of a child leaving the service unnoticed.

Since the last inspection, with guidance from the local authority support team, the layout of the indoor play spaces and quality of resources had been reviewed and improved. This had increased children's engagement in purposeful play experiences. As a result, there have been less incidents of disruptive behaviour which previously contributed to risks to children's safety.

Documentation related to accidents, incidents and how this informed risk assessment was now being overseen by the service manager. Effective monthly audits are now taking place with the number of incidents and accidents reducing and the audit process informing changes in practice in a meaningful way.

We discussed with the manager and provider, the importance of ensuring effective quality assurance monitoring takes place in this area to ensure these improvements are sustained over time.

This requirement has been met.

Met - within timescales

Requirement 6

By 31 January 2025, the provider must ensure improved outcomes for children by implementing effective systems of quality assurance. To do this, the provider must, at a minimum, ensure:

- a) the manager effectively monitors the work of each member of staff and the service as a whole; and
- b) clear and effective plans are in place for maintaining and improving the service.

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 31 October 2024.

Action taken on previous requirement

The capacity of the manager to support a programme of effective quality assurance impacted progress in meeting this requirement. Some aspects of quality assurance had been supported by local authority staff. These were in the early stages and needed to be consistently and effectively implemented to ensure high quality outcomes for children. Since the last inspection, an action plan had been developed which identified key areas for improvement and action within the service. Progress has been made in meetings some of

these actions. However there were still areas related to children's personal planning, infection prevention and control and the leadership and management of the service which needed further development.

A programme of training opportunities had started to be implemented, to support staff in their understanding around engaging in meaningful reflective practice to bring about positive improvements within the service. However, quality assurance processes related to monitoring the impact of these opportunities were still in the very early days of implementation. Therefore it was too early to assess how meaningful they were in ensuring high quality care, play and learning for children and families.

Opportunities for staff to meet with management on a one to one formal basis had been carried out through annual appraisals. These provided opportunities for staff to meet with the manager to discuss their practice, strengths and areas for possible development through engaging with training. However it was still too early to assess the impact of these meetings on outcomes for children.

Some progress had been made to meet this requirement. However we recognised the service needed more time to fully implement and embed this. As a result, we have agreed to an extension to this requirement.

The timescale for meeting this requirement will be extended until 28 April 2025.

Not met

Requirement 7

By 31 January 2025, the provider must ensure positive outcomes for children's health, safety and wellbeing. To do this, the provider must ensure sufficient resources are allocated to effectively manage and lead the service.

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

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I use a service and organisation that are well led and managed.' (HSCS 4.23).

This requirement was made on 31 October 2024.

Action taken on previous requirement

Sufficient resources are not yet allocated to effectively manage and lead the service. Since the last inspection, significant support had been provided by the local authority to support the staff team with key areas of practice. Recruitment challenges across the wider school limited the capacity of the manager.

As a result, we have agreed to an extension to this requirement.

The timescale for meeting this requirement will be extended until 28 April 2025.

Not met

Requirement 8

By 2 December 2024, the provider must ensure that children are safe and protected and their wellbeing needs are met. To do this, the provider must, at a minimum ensure:

- a) a full audit of children protection and wellbeing concerns in the service is undertaken;
- b) findings of the audit are assessed;
- c) appropriate action is taken as a result of the audit; and
- d) the Care Inspectorate is provided with a summary of the audit including the findings, assessment and any action taken.

This is to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI 2011/210) 4(1)(a) - Requirements to make proper provision for the health and welfare of service users.

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, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities.' (HSCS 3.20).

This requirement was made on 31 October 2024.

Action taken on previous requirement

A full audit of child protection and wellbeing concerns was undertaken by the provider outwith the timescales of the requirement. The findings of the audit were assessed to ascertain whether further action was required. The Care Inspectorate was provided with a summary of the audit including the findings, assessment and any action that had been taken. For most children, we found that appropriate action had been taken where needed. This supported children to be safe and protected and have their wellbeing needs met. We advised the provider to ensure that this was consistent for all children and take any further action needed.

This requirement has been met outwith timescales.

Met - outwith timescales**Requirement 9**

By 31 January 2025, the provider must ensure that children are effectively supported and supervised in order to keep them safe. To do this, the provider must, at a minimum:

- a) ensure staffing is well planned to keep children safe and their needs are met;
- b) ensure staff communicate and work together effectively;
- c) monitor staff practice and deployment and, where necessary, make improvements; and
- d) ensure staff have opportunities for breaks within their working day.

This is in order to comply with section 7(1)(a) 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 state that:

'I am confident that people respond promptly, including when I ask for help.' (HSCS 3.17); and
'My needs are met by the right number of people.' (HSCS 3.15).

This requirement was made on 31 October 2024.

Action taken on previous requirement

Since the last inspection, staff absences had reduced and there was a full and consistent team working each day in the service. A staffing rota had been developed to distribute responsibilities and ensure staff were aware of their roles in terms of supervising and supporting children.

We observed staff monitoring the movements of children and making changes to address any potential gaps in supervision. The staff team communicated well with each other and worked more cohesively as a team. The use of walkie talkies enabled staff to communicate the movements of children more easily across the service. This also enabled staff to request or offer support without leaving their designated area when the deployment of staff needed to be adjusted. This ensured children were kept safe and well supervised.

Staff were able to take a comfort break when necessary during their working day. Staff working over six hours were given the opportunity to have a 30 minute unpaid break within their working day.

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 keep children safe and healthy and to promote their wellbeing, the service should improve infection prevention and control measures. This includes but is not limited to ensuring:

- a) correct hand washing routines are established and maintained, according to infection prevention and control guidance;
- b) children are effectively supervised and supported whilst eating to prevent cross contamination of food; and
- c) all areas, including areas where food is consumed, are clean.

This is to ensure that infection prevention and control practices are consistent with the Public Health Scotland document: Health protection in children and young people settings, including education.

This is to ensure that 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 31 October 2024.

Action taken since then

Children were effectively supervised and supported whilst eating, which helped to prevent cross contamination of food. The service was clean and well-maintained, which contributed to reducing the risk of the spread of infection.

Some other areas of infection control had improved. For example, children were washing hands consistently well before snack and lunch and after outdoor play. However, handwashing was not routinely taking place after children had eaten lunch which did not support effective infection protection and control.

Progress has been made towards meeting this area for improvement. However, some work is still required to fully embed effective handwashing routines. Therefore, this area for improvement will be continued.

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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Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

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