

Fas Mor Day Care of Children

Bun-Sgoil Shleite
Ferrindonald
Teangue
ISLE OF SKYE
IV44 8RF

Telephone: 01471844326

Type of inspection:
Unannounced

Completed on:
28 May 2025

Service provided by:
Fas Mor

Service provider number:
SP2004936248

Service no:
CS2003052372

About the service

Fas Mor provides early learning and childcare for preschool age children as well as school age child care.

It is registered to provide a daycare of children service to a maximum of 26 children from birth to up to 12 years, of whom no more than 16 will be under three years and of whom no more than nine will be under two years at any one time.

Fas Mor is based in a demountable building located in the grounds of Bun-goil Shleite, Skye. The premises consists of two playrooms, cloakroom and toilet facilities. Since the last inspection, the babies and very young children now spend their time in the playroom which does not have the sleep and nappy changing facilities leading off it. Children are taken through to the second playroom for snack and meal times and when they require to use the sleep room, nappy changing and toilet facilities. Access is by a secure entrance. There is a small enclosed outside play area for the use of the children. They are also able to access the school playground when it is not being used by the school.

About the inspection

This was an unannounced inspection which took place on Monday 26 and Tuesday 27 May 2025 with feedback on Wednesday 28th May 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 using the service
- reviewed feedback from six parents
- spoke with staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- Children experienced warm, caring and nurturing support from staff.
- Planning processes should be more child centred and responsive to children's ideas and interests.
- Children's experiences should be further supported through high quality interactions by staff.
- Playrooms could be developed further to promote a more comfortable and homely feel.
- The setting lacked sufficient resources to offer children high quality play, learning and development opportunities.
- Staff deployment requires improvement to ensure there is a sufficient number of staff working at all times to support the individual needs of children and to take account of the layout of the environment.
- Quality assurance processes need to be embedded to secure sustained improvements across the service.

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 setting?	3 - Adequate
How good is our leadership?	2 - Weak
How good is our staff team?	2 - Weak

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

We made an evaluation of weak for this key question. Whilst we identified some strengths, these were compromised by significant weaknesses.

Quality indicator 1.1 Nurturing care and support

Although we observed some children happy and settled within the nursery environment, children's experiences were compromised due to staff not always being available to provide nurturing and responsive care. There were occasions where, due to staff positioning within the playroom and outdoors, staff did not see children who would have benefitted from comfort and support. There were also times throughout the day where staff were very much task focussed and children were not being nurtured or receiving the support they needed to meet their full potential. (See requirement 3 under 'What the service has done to meet any requirements to meet any requirements made at or since the last inspection')

We looked at the personal plans in place for the babies and toddlers and for a selection of the school age children. Personal planning for most children was inconsistent and often did not reflect the child's needs and the strategies required to meet these needs. Not all forms were fully completed, signed or reviewed with parents. This meant staff did not always have sufficient up to date information and understanding of the specific needs of the children attending. The manager agreed with our findings that work was required to ensure that all personal plans contained the necessary information needed to meet the individual children's care and support needs. We encouraged them to now address this significant gap. As a requirement was made in relation to personal plans following the previous inspection, it will be reinstated with a new timescale. (See requirement 1 under 'What the service has done to meet any requirements made at or since the last inspection')

Snack and mealtimes were now much calmer and sociable activities where staff were able to sit with the children. Food was prepared and ready to serve to the children as soon as they had washed their hands and sat at the table or put into high chairs. Children were no longer having to wait, become distracted or wander from the table. Children now had snack and lunch in the same room as the sleep area which removed the need for staff to routinely leave the room to check sleeping children.

Although some changes had been made to the arrangements for sleeping children, further action was needed to support quality sleep in a safe, cosy and comfortable environment. There were two cots in an alcove which was screened off from the playroom and this was insufficient for the number of children needing to sleep, especially after lunch. Changes could be made to the environment to make it feel more homely and cosy for all children needing a sleep at any given time. We discussed with the manager the need to make sure all sleeping children were being checked on a regular basis to ensure their safety was not compromised. The manager should review and update the service's policy and procedure to ensure that staff practice is in line with current sleep guidance. The policy should be shared with parents. **(see area for improvement 1)**

Quality indicator 1.3 Play and learning

Children had limited access to a range of quality resources and experiences to encourage imaginative play, offer challenge, spark curiosity and increase the opportunities for children to extend and consolidate their learning through play. There were limited developmentally appropriate resources readily available to the

children, especially outdoors. Although there were core materials available, including sand and water, there were no other resources, for example different sized containers and tools for children to use to play in the sand or water and investigate. As a result, children were frequently disengaged throughout the day. Parents for the school age children also highlighted the lack of resources for their children. As there had been only limited improvements in this area since our last inspection, an area for improvement will be continued and followed up at the next inspection. (See area for improvement 2 under 'What the service has done to meet any areas for improvement made at or since the last inspection')

Since the last inspection opportunities for children to develop their Gaelic language skills, numeracy and literacy skills had improved. There was now more evidence of Gaelic words and language throughout the playrooms. There were more books in Gaelic in the book display and more use was being made of them.

We looked at the observations recorded on a digital app used by the service to share information with parents. Most observations were limited in their content and were not being completed on a regular basis and shared with parents. Staff had received minimal training in relation to recording observations and tracking progression to support planning and it was not clear how this was impacting on children's experiences and outcomes. Parents commented that they did not receive much feedback both on the app and at pick up time. Comments made included : 'Not much information shared', 'Would be nice to have more information related to persona plan/development' and 'Would like more information about what they have been up to during the day i.e. what they're learning, activities they've been participating in'. This was identified as an area for improvement in the last inspection report and as there had been only limited improvements, will be continued and followed up at the next inspection. (See area for improvement 3 under 'What the service has done to meet any areas for improvement made at or since the last inspection')

Areas for improvement

1. The service should ensure that they have a clear and robust policy and procedure in relation to sleeping children which is in line with current sleep guidance.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which states that:

'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11); and

How good is our setting?

3 - Adequate

We made an evaluation of adequate for this quality indicator, as several important strengths taken together just outweighed areas for improvement.

Quality indicator 2.2 Children experience high quality facilities.

Children played in a setting that was generally clean and bright. The rooms had natural lighting and ventilation. Children were confident moving around the playroom which showed us they felt safe and secure. There were mixed comments from parents in relation to the premises. Comments included: 'Some areas of maintenance required in outside areas, although an effort has been made lately to improve this', 'messy and chaotic and I felt uncomfortable and cold', 'staff are limited through no fault of their own with the facilities they have'.

When we visited, the play areas were disorganised and lacking in resources to stimulate children's curiosity and imaginations. Basic play materials, including water, sand and messy play were set out, however there were no resources readily available for them to play in the water, investigate the foam in the messy tray or containers to play with the sand. Throughout the inspection, the young children were frequently disengaged and wandering around the playroom or outdoors. No activities or resources were set up prior to the after school children arriving at the setting.

The indoor play environment could be further improved to promote challenging, exciting and stimulating play. There were open-ended, real life, natural resources and loose parts, however they were not plentiful enough to support children's learning. We discussed how the range of resources could be increased to take account of all children's stages of development and learning. As this was an area for improvement identified at the previous inspection, it will be continued. (See area for improvement 4 under 'What the service has done to meet any areas for improvement made at or since the last inspection')

The outdoor area offered children the space to explore and engage with a range of loose parts and open-ended resources. However, there were limited play experiences to promote early language, literacy and numeracy skills. Work required to be completed to develop and ensure that the outdoor area was a safe, interesting and exciting for the children. We discussed ways in which the outdoor area could be further developed to promote multi-sensory outdoor play as well as stimulating children's natural curiosity

The service had appropriate infection control procedures in place to support a safe environment and the health and wellbeing of the children and staff. During food preparation and serving, staff followed best practice guidance and carried out effective cleaning of tables before and after children ate. Children were supported when hand washing at appropriate times throughout the day. This contributed to minimising the potential spread of infection for both the staff and children.

How good is our leadership?

2 - Weak

We made an evaluation of weak for this key question. Whilst we identified some strengths, these were compromised by significant weaknesses.

Quality indicator 3.1 Quality assurance and improvement are led well

Throughout the inspection and feedback, the provider, manager and staff welcomed the guidance and signposting to various websites and best practice offered by the inspector. They demonstrated their commitment to the service and were motivated to make improvements to ensure positive outcomes for children.

The vision, values and aims of the service had not been reviewed for a considerable period of time and did not positively inform practice. We highlighted the need to update these in conjunction with all staff and families and develop a shared vision with a focus on continuous improvement to support positive outcomes for children.

As the processes to support quality assurance, including self evaluation, were still in their early stages, they were not yet resulting in positive improvements within the service or improved experiences or outcomes for children. There was an improvement plan in place which focussed on the requirements and areas for improvement identified following the previous inspection. There were identified action points however they did not all have clear timescales and there was no evidence that any had been reviewed or their impact evaluated.

The manager explained staff meetings were held every week and these were being used to work through the National Induction Resource with the staff. This is a tool to support the robust induction for early years staff. During feedback we discussed with the provider and manager whether it would be more appropriate for conversations relating to staff induction to take place during individual staff support and supervision meetings with the manager. Regular staff meetings could then be used by the manager and staff to reflect on their practice, identifying what they do well for children in their care and highlight areas for development across the service.

Following a full inspection of the service in September 2024, a requirement was made in relation to quality assurance, effective auditing, monitoring and self evaluation to ensure improved outcomes for children. Unfortunately, little progress had been made to meet this. We explained to the provider and the manager that given the length of time which had already elapsed, robust quality assurances, including monitoring and self evaluation, must be implemented as a matter of priority to ensure continuous improvement and a positive impact on children's outcomes. As a result of only minimal progress being made to meet this requirement, it will be repeated with a new timescale. (See requirement 2 under 'What the service has done to meet any requirements made during or since the last inspection')

How good is our staff team?

2 - Weak

We evaluated this quality indicator as weak. Whilst some strengths could be identified, these were compromised by significant weaknesses that impacted children's wellbeing and development.

Quality indicator 4.3 Staff deployment

The manager and staff were now predominantly using the playroom which did not have nappy changing and sleep facilities directly leading off it. This arrangement was having a detrimental impact on outcomes for children and the quality of their experiences as staff were very much task orientated. Throughout the day, at least one member of staff was routinely in the second room either preparing meals, settling a child to sleep or changing a child's nappy. We observed many occasions throughout the inspection when one member of staff was being left for substantial periods of time with up to six children under the age of two years in the playroom. This significantly impacted on opportunities for high quality engagement and interaction and did not provide the level of supervision, interactions and care and support children required. This also compromised children's safety and wellbeing.

There were inadequate arrangements in place to cover the busier times of the day, for example at drop off and pick up times. Staff were also not always getting the chance to have uninterrupted breaks due to no extra staff available to cover for them. We acknowledged the national problem the early years sector was experiencing recruiting staff and the added difficulties the provider experienced due to their location and the need for fluent Gaelic speakers. However, to ensure there are staff available to meet children's needs throughout the day, the provider should ensure that deployment and levels of staffing are effective.

Following the previous inspection, a requirement was made in relation to staffing. It stated that the provider should ensure that there were sufficient numbers of staff with the suitable skills, knowledge and experience to provide appropriate supervision of all children at all times. Unfortunately, no real progress had been made to meet this requirement and at crucial points of the day, there were insufficient staff to meet the children's needs and ensure their safety. The previous requirement will therefore be continued. (See requirement 3 under 'What the service has done to meet any requirements made during or since the last inspection').

Since the last inspection, the opportunities for staff to develop their skills and knowledge and attend training were minimal and there was no evidence to suggest any positive impact on outcomes for children. For example, no evaluation had been completed for the short training on quality observations and tracking of progression and how this had improved experiences.

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

Requirements

Requirement 1

By 27 January 2025, to ensure each child receives appropriate care and support and their needs are met, the provider should ensure personal planning approaches improve so that they set out clearly how children's care and support needs will be met. This would include but not be limited to:

- a) Ensuring personal plans reflect children's current needs.
- b) Personal plans are reviewed, in conjunction with parents, at least every six months or sooner depending on the individual needs of the child.
- c) Ensure strategies of support for individual children are developed and implemented by staff.
- d) All staff are aware of and understand the information within the personal plans and use this to effectively meet each child's needs.
- e) Personal plans are easily available for staff whilst ensuring confidentiality is maintained.

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).

This is in order to ensure that care and support is consistent with the Health and Social Care Standards, 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).

Requirement Category:

This requirement was made on 13 September 2024.

Action taken on previous requirement

Please refer to the detailed recording under Quality Indicator 1.1 - Nurturing care and support.

This requirement was not met and will be reinstated with a new timescale of 5 September 2025.

Not met

Requirement 2

By 10 February 2025, 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) The manager is supported to be able to undertake effective quality assurance.
- b) Staff are supported to develop their knowledge and understanding around self-evaluation processes and are involved in the systematic evaluation of their work and the work of the service.
- c) Clear and effective plans are in place for maintaining and improving the service.
- d) Regular and effective support and supervision for all staff is implemented.
- e) The manager effectively monitors the work of each member of staff and the service as a whole.
- f) Clear systems are in place for children and their families to provide feedback and to be actively involved in the evaluation of the service provided.

This is to comply with Regulation 3 Principles and Regulation 4(1)(a) Welfare of service 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 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 September 2024.

Action taken on previous requirement

Please refer to the detailed recording under Quality Indicator 3.1 - Quality assurance and improvement are led well.

This requirement was not met and will be reinstated with a new timescale of 5 September 2025.

Not met

Requirement 3

By 27 January 2025,, the provider must ensure children are safe and receive high quality experiences at all times.

To do this, the provider must, at a minimum, ensure that at all times staff with suitable skills, knowledge and experience are working in the nursery in such numbers as are appropriate for the health, welfare and safety of children. This is to comply with section eight of the Health and Social Care (Staffing) (Scotland) Act 2019.

This is in order to ensure that care and support is consistent with Health and Social Care Standards which state that:

'My needs are met by the right number of people' (HSCS 3.15).

And

'I experience high quality care and support base on relevant evidence, guidance and best practice' (HSCS 4.11).

This requirement was made on 13 September 2024.

Action taken on previous requirement

Please refer to the detailed recording under Quality Indicator 4.3 - Staff deployment.

This requirement was not met and will be reinstated with a new timescale of 5 September 2025.

Not met

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 support and develop children's wellbeing, independence and life skills, the manager and staff should develop mealtime experiences to provide a relaxed, calm, safe and well managed social experience for children. The environment, location and setting should be well planned, promote a sense of belonging and support social interactions.

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 area for improvement was made on 13 September 2024.

Action taken since then

Please refer to the detailed recording under Quality indicator 1.1 - Nurturing care and support.

The manager and staff had reviewed lunch and snack times and had made appropriate changes which resulted in children experiencing a more relaxed, calm and safe meal time where they were better supervised by staff.

This area for improvement has been met.

Previous area for improvement 2

To promote children's continued learning, development and enjoyment, children should have access to a wide range of resources and experiences which are challenging and suitable to their individual interests and stages of development. There should be a sufficient amount of resources to enable children to make independent choices and engage in deep and meaningful play.

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

'As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity' (HSCS 2.27).

This area for improvement was made on 13 September 2024.

Action taken since then

Please refer to the detailed recording under Quality indicator 1.3 – Play and learning.

Only minimal work had been completed to meet this area for improvement.

This area for improvement has not been met and remains in place.

Previous area for improvement 3

To support children to achieve, the provider should improve the approach and skills of staff in relation to planning for children's learning and tracking and monitoring their progress. Staff should be supported to develop their understanding of how to effectively observe and assess children's learning in order to plan quality learning experiences and meaningful next steps.

This is to ensure that 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 13 September 2024.

Action taken since then

Please refer to the detailed recording under Quality indicator 1.3 – Play and learning.

Staff had only received limited training. As part of the inspection we looked at the observations completed since the training. There were very few observations completed and they continued to be very limited in their contact.

This area for improvement has not been met and remains in place.

Previous area for improvement 4

To enable all children to be cared for in an appropriate environment that meets their needs and supports them to reach their full potential, the manager and staff should review and improve both the indoor and outdoor environment. This should include, but is not limited to, providing children with an environment that is welcoming, comfortable and homely and appropriately resourced so that they are provided with sufficient opportunities to engage meaningfully with their play and learning environments.

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

'If I experience care and support in a group, I experience a homely environment and can use a comfortable area with soft furnishings to relax' (HSCS 5.6).

And

'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 13 September 2024.

Action taken since then

Please refer to the detailed recording under Quality Indicator 2.2 Children experience high quality facilities.

Only minimal work had been completed to meet this area for improvement. Work was still needed to offer all the children who attended, both the babies and toddlers and the after school children, an environment which demonstrated the children's stages of development and current interests.

This area for improvement has not been met and remains in place.

Previous area for improvement 5

The provider should develop and implement robust infection prevention and control policies and procedures which reflect current best practice guidance.

This to ensure that the environment is with the Health and Social Care Standards (HSCS) which states that:

'My environment is secure and safe' (HSCS 5.17).

And

'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' (HSCS 5.22).

This area for improvement was made on 13 September 2024.

Action taken since then

Please refer to the detailed recording under Quality Indicator 2.2 Children experience high quality facilities.

The service now had appropriate infection control procedures in place to support a safe environment and the health and wellbeing of the children and staff. During food preparation and serving, staff followed best practice guidance and carried out effective cleaning of tables before and after children ate. Children were supported when hand washing at appropriate times throughout the day. This contributed to minimising the potential spread of infection for both the staff and children.

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?	2 - Weak
1.1 Nurturing care and support	2 - Weak
1.3 Play and learning	2 - Weak
How good is our setting?	3 - Adequate
2.2 Children experience high quality facilities	3 - Adequate
How good is our leadership?	2 - Weak
3.1 Quality assurance and improvement are led well	2 - Weak
How good is our staff team?	2 - Weak
4.3 Staff deployment	2 - Weak

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