

St. Swithin Early Learning and Childcare Day Care of Children

357 Great Western Road
Aberdeen
AB10 6NU

Telephone: 01224 326000

Type of inspection:

Unannounced

Completed on:

10 December 2019

Service provided by:

Bright Horizons Family Solutions Ltd

Service provider number:

SP2003000319

Service no:

CS2015343382

About the service

St. Swithin Early Learning and Childcare registered with the Care Inspectorate in March 2016. The service is provided by Bright Horizons Family Solutions Ltd. It provides a day care of children service for a maximum of 41 children aged from birth to 3 years where no more than 20 have not yet reached their second birthday.

The service operates from a townhouse in the city of Aberdeen. There is an enclosed garden with roadside parking available for parents. The children have access to six playrooms spread across two floors. The service is within easy access to the local schools and amenities such as parks, gardens, shops and Library.

The aims of the service included:

To provide a safe and stimulating nurturing environment where our children can reach their potential.

The Care Inspectorate check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC); Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with services that can help them. There are eight wellbeing indicators at the heart of Getting it right for every child: safe; healthy; achieving; nurtured; active; respected; responsible; and included.

What people told us

There were approximately 29 children present at the time of the inspection. Children were too young to talk to us meaningfully about their experiences however we observed that the children were happy, settled and for the most part engaged in stimulating and challenging activity. Children had opportunities to be outdoors by playing in the garden or going for a walk in the local community.

Seven parents returned completed questionnaires to us before the inspection. We also spoke to parents during our time in the nursery. All told us that they were happy or very happy with the overall quality of care provided by the service. One parent disagreed that the service involved them and their child in developing the service. We looked at this aspect of care as part of the inspection and have included our findings in the report.

Parents comments included:

"The staff are excellent and not just for my child, but for me as well. They have been exceptionally supportive. I am so happy we choose this nursery"

"I am very happy that my child is comfortable and confident in going to nursery"

"I am very impressed with the staff and the facilities. I was nervous leaving my child at first but they made every effort to reassure me as much as possible"

"The staff at the nursery are always pro-active in keeping us up to date on what our child has been doing each day. We are extremely pleased with our experiences to date"

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance processes. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

We found a friendly and welcoming atmosphere within the service. Staff greeted children and families warmly into the nursery which supported positive relationships. There were opportunities for detailed discussions with parents as to how children had been and anything that staff needed to know. This, along with the nurturing approach staff had, helped children settle quickly into nursery supporting them to feel a sense of belonging.

Keyworkers ensured that transitions from room to room went smoothly and that information was shared with parents and passed to the next keyworker to ensure continuity of care. This process took as long as necessary for the child to be confident and happy in their new playroom. When children were enrolled at nearby sister nurseries for their pre school care visits were organised with familiar staff present. This gave children opportunities to visit their new setting, play and get to know new staff whilst being supported by those who knew them. This supported children to feel secure and nurtured.

Mealtimes were calm and relaxed. Staff were aware of children's dietary requirements. Children who did not eat lunch were offered an alternative sandwich. Children were given opportunities to learn life skills from an early age and be independent in serving their own food, helping staff set up and wash dishes after use. This helped children to achieve and be respected. Staff sat with children whilst they eat their meals providing positive role models and extending the social experience.

We sampled personal plans that the service had in place to support children's development. We noted that although staff knew children and could identify their needs well, further improvement was needed. Individual education plans were not detailed to the specific needs of each child to ensure progress. The tracking, planning and monitoring of children's learning should be further improved. The staff and management team had told us of plans to further support staff skills in how to do this. **(See recommendation 1)**

We looked at recommendations made following the last inspection. Improvements had been made that ensured safe sleeping arrangements of children were in place, good practice following medication was followed and good infection control measures were in place. This helped to ensure children were safe.

Staff participated in regular child protection training and had an understanding of their roles and responsibilities relating to keeping children safe and protected and were aware of when to seek external support and guidance.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To ensure quality care and support for children the manager and staff should ensure that personal plans and learning journeys hold enough meaningful, up to date information which supports staff to provided individualised care and supports each child to progress.

This ensures that high quality care is consistent with the Health and Social Care Standards which state that as a child, 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)

Grade: 4 - good

Quality of environment

Findings from the inspection

The nursery building was safe and secure. Staff and visitors were requested to sign in and out of the building.

Staff ensured that children had the opportunity to play outdoors or go for a walk in their local community daily. On the day of our inspection we observed children who wanted to play outdoors being supported to do so. However, staff were not as organised for children's outdoor play in the wet, cold weather as they should have been. This meant that staff were having to go in and out of the nursery repeatedly which resulted in lack of engagement and play opportunities for children. Management and staff should now look at how outdoor play in all weathers can be managed in a way that maximises play opportunities for children.

Following recommendations made at the last inspection changing areas had been repaired and painted. Nappy creams were stored in individual labelled bags more hygienically in the changing station and the use of toilet inset seats and been revised. Staff must ensure that the door from the hallway leading into the changing area remains closed at all times.

Hand washing after toileting, before and after mealtimes took place routinely. Children were very responsive and secure in theses routines with staff supporting when needed. They were very confident and secure in their routines.

Improvements had been made to the sleeping arrangements for older children with safety issues having been addressed. Responsive routines were in place to support those children who required sleep and rest. Staff provided a calm and nurturing approach to sleep time which considered the individual and changing routines of each child.

As a result of loose parts and building the ambition training staff had reviewed the quality of the resources and experiences they provided for children. The development of loose parts and natural resources had impacted positively on the quality of the experience's children took part in. We observed children throughout having fun in their play. In the most part children were supported to be curious and were motivated to learn. The service should continue to develop and measure the impact of this on children's learning and development and ensure that the right progress is made in all play rooms to ensure opportunities for all children to reach their potential.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

Children and parents were welcomed into the service by kind and caring staff. They took time to talk with parents to share information about children as they arrived and at the end of the session. Children who required extra support to settle were given this in a respectful and caring manner. Parents told us the staff knew their children well. This contributed to a relaxed environment where children felt comfortable and secure.

The established staff team were positive and enthusiastic about their role. They were dedicated to the ongoing develop of the service. We observed they communicated well, respected each other and supported each other in their work.

Staff were growing in confidence in taking on leadership roles and enhanced responsibilities such as outdoor play, loose parts and home links. This had helped support improved experiences for children.

Review meetings with their manager provided a platform for staff to discuss their personal development goals. Staff told us that they were able to research training externally as well as the training opportunities provided by Bright Horizons.

A focus area of staff training had surrounded loose parts play. Staff's knowledge and understanding of the value of this type of play had led to the development of more interesting challenging learning for children. The manager and staff acknowledged that more progress was needed in the baby and toddler class rooms to ensure all children received consistent, quality experiences.

We could see that some training such as schemas and planning in the moment was planned for. Staff would benefit from this type of training to further develop their professional knowledge and skills in supporting children to reach their potential.

Staff were sensitive and responsive to children's individual needs and requests. They allowed children freedom to be flexible and make choices. Most staff intervened skillfully in a way that promoted children's creativity, extended their thinking and learning through interesting and challenging play experiences. Some staff would benefit from further support in developing these skills. This would help ensure all children received the same level of quality experiences.

We carried out a safe recruitment audit and found that staff had been recruited in a safe manner. Staff held appropriate qualifications or were working towards these and were registered with the Scottish Social Services Council (SSSC). The SSSC is responsible for registering people who work in social service and regulating their education and training.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

An improvement plan was in place that included key areas identified from the last inspection and some areas that the service had since identified. These were reviewed and updated when progress was made.

Staff had opportunities to be involved in developing and actioning the service's improvement plan. Some staff had taken on individual roles to address improvements. Staff took their areas of responsibility seriously and were proud of their achievements and success so far. This approach had supported the service in their continued improvements.

The manager had a monitoring calendar in place. This showed planned monitoring of practice in classrooms, staff supervision meetings, staff meetings, auditing areas of work such as learning journals, medication and accidents.

We could see that a lot of the monitoring, training and support sessions took place in September. The manager told us that this was a quiet month and that they had time to do these things. Some of the monitoring had the potential to provide relevant information to continue to drive forward improvement. We noted however that most of the monitoring had not been revisited since September. In order for this to be effective progress must be reviewed within realistic timescales.

A variety of opportunities for parents and staff to build positive relationships with the nursery were available. A parent partnership group allowed parents regular opportunities to meet, suggested areas of improvement and be involved in the progress of the service. Lending libraries, newsletters, stay and play sessions, meetings with key workers and displays of the service improvement plans all helped to build positive ways that parents could be involved with the service.

Staff told us that they felt supported and encouraged by the management team.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

Recommendation 1

The provider and manager should ensure that the correct guidance is followed when managing children's medication needs and this is reflected in staff practice.

This ensures that high quality care is consistent with the Health and Social Care Standards which state that as a child I experience high quality care and support based on relevant evidence, guidance and best practice (HSCS 4.11) and I experience high quality care and support because people have the necessary information and resources (HSCS 4.27).

Guidance to support this can be found here:

<https://hub.careinspectorate.com/media/1549/management-of-medication-in-daycare-of-children-and-childminding.pdf>

This recommendation was made on 15 March 2019.

Action taken on previous recommendation

The service had taken several steps to meet this recommendation. This included:

- Staff had reviewed the medication policy to ensure it met guidelines. Staff were aware of these.
- Medication was monitored and checked on a monthly basis.
- Medication was logged in and out of nursery daily.
- Daily medication was stored following the correct guidelines and was easily accessible when needed.

Recommendation 2

In order to maintain high standards of infection control practice and to keep children safe and healthy the provider, manager and staff should ensure that:

- Nappy changing areas are clean, tidy and in a good state of repair
- The storage of creams, nappies, toilet seat inserts and other items required for personal care follow practice guidelines
- Hygiene surrounding the serving of food is followed by all staff

This ensures that high quality care is consistent with the Health and Social Care Standards which state that as a child I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment (HSCS 5.22) and I experience high quality care and support based on relevant guidance and best practice (HSCS 4.11).

Guidance to support this can be found here:

<https://hub.careinspectorate.com/media/1538/infection-prevention-and-control-in-childcare-settings.pdf>

<https://hub.careinspectorate.com/media/1558/nappy-changing-guidance-for-early-years-and-childcare-services.pdf>

This recommendation was made on 15 March 2019.

Action taken on previous recommendation

The service had taken several steps to meet this recommendation. This included:

- The infection control policy was reviewed by staff.
- Room leaders regularly checked the storage of creams and ensured this was clean and hygienic.
- The changing area for the over two's children had been painted and was now well maintained.
- A review of the use and storage of children inset seats for toilets had taken place with effective changes made.
- Staff managed food preparation areas effectively.

Recommendation 3

To maintain children safety during sleep times the provider, manager and staff should ensure that improvements are made to the sleeping arrangements for children. This should ensure that:

- Children are safely monitored
- The sleep area is free from hazards
- Children's sleep mats are situated in a safe place for each child to sleep
- Robust and suitable risk assessment is carried out to meet the needs of the children

This ensures that high quality care is consistent with the Health and Social Care Standards which state that as a child my environment is safe and secure (HSCS 5.17).

Guidance to support this can be found here:

<https://hub.careinspectorate.com/media/1314/reduce-the-risks-of-cot-death-early-years-safe-sleeping-guide.pdf>

This recommendation was made on 15 March 2019.

Action taken on previous recommendation

The service had taken several steps to meet this recommendation. This included:

- A new window blind had been fitted, meeting safety requirements
- A risk assessment had been undertaken with staff. This was now meaningful to ensure the safety of children.
- Staff managed the room used for children sleep time by arranging the furniture appropriately. Maintaining children safety.
- Staff were present in the room whilst children are sleeping.
- The buzzer intercom was disconnected during sleep time, removing the cord hazard previously present.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings								
15 Mar 2019	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>3 - Adequate</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>3 - Adequate</td> </tr> </table>	Care and support	3 - Adequate	Environment	Not assessed	Staffing	Not assessed	Management and leadership	3 - Adequate
Care and support	3 - Adequate									
Environment	Not assessed									
Staffing	Not assessed									
Management and leadership	3 - Adequate									
6 Mar 2017	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	5 - Very good				
Care and support	5 - Very good									
Environment	5 - Very good									

Date	Type	Gradings	
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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