

Daisy Chain Nursery School Perth LTD

Day Care of Children

4 West Mains Avenue
Perth
PH1 1QZ

Telephone: 01738718775

Type of inspection:
Unannounced

Completed on:
23 September 2022

Service provided by:
Daisy Chain Nursery School Perth LTD

Service provider number:
SP2021000112

Service no:
CS2021000185

About the service

Daisy Chain Nursery School is a day care of children service situated in a residential area of Perth. The service is registered to provide care for a maximum of 50 children not yet attending primary school. The building is located next to a row of shops and has designated parking for parents and carers. The single storey detached building consists of two playrooms both of which have access to enclosed gardens. Children also have access to a separate sleep room.

About the inspection

This was a follow up inspection which took place on 23 September 2022 between 08:30 and 16:30. The inspection was carried out by two inspectors from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, 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
- spoke with three families
- spoke with staff and management
- observed practice and children's experiences
- reviewed documents.

Key messages

- Limited progress had been made to improve the outcomes for children and families.
- Ineffective quality assurance processes resulted in minimal positive changes to children's experiences.
- Children experienced improvements to the outdoor areas which increased safety and security.
- Children were protected as appropriate notifications were submitted to us and staff recruitment followed safer recruitment guidance.
- Children's needs were not consistently met as staff did not use personal plans effectively or always respond appropriately to children's cues.

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

Requirements

Requirement 1

By 6 September 2022, the provider must ensure improved outcomes for children and practice by implementing effective systems of quality assurance. To do this the provider must, at a minimum, ensure:

- a) regular and effective support and supervision for all staff is implemented.
- 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) 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 in order 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 May 2022.

Action taken on previous requirement

Some progress had been made to create quality assurances processes, but these were not yet fully implemented and therefore had limited positive impact on children's outcomes.

Support and supervision had been implemented to identify strengths and areas for improvement relevant to staff roles and responsibilities. However, where there had been areas for improvement identified, there was ineffective monitoring to support improvement. As a result, minimal improvements had been made to staff practice.

Staff were in the early stages of being involved in self-evaluation and had begun to reflect on their practice. For example, they had completed questionnaires to identify actions to be taken forward such as additional training. However, these actions had not yet been carried out and therefore, had not yet resulted in positive change to outcomes for children and families.

Limited monitoring had been carried out however, it did not have a clear purpose to support improvement. Actions identified had not been followed up and as a result, there was no evidence to demonstrate that improvements had been made to children's experiences.

This requirement has not been met. We agreed to extend this requirement to enable the provider to have sufficient time to fully implement the quality assurance processes. This requirement must be met by 25 November 2022. We will follow up on this requirement at the next inspection.

Not met

Requirement 2

By 17 June 2022, the provider must ensure children are kept safe and the service is effectively managed by ensuring required notifications are made to other agencies and the Care Inspectorate in line with guidance. In order to achieve this, the provider and manager must ensure they are knowledgeable and confident about the notifications to be submitted to the Care Inspectorate and other agencies.

This is to comply with: Regulation 4(1)(a) (Welfare of users) of the Social Care and Social Work and Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI 2011/2010).

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 requirement was made on 13 May 2022.

Action taken on previous requirement

To ensure children were kept safe and the service effectively managed, appropriate notifications had been submitted to the Care Inspectorate when required. The manager had a clear understanding of when to submit notifications. 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 that children receive care and support which meets their needs, the provider should, at a minimum ensure:

- a) personal plans set out children's current needs and how they will be met, including strategies of support.
- b) all staff are aware of and understand the information within the personal plans 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 ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My personal plan (sometimes referred to as my 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 area for improvement was made on 13 May 2022.

Action taken since then

Children had personal plans in place, however, they did not always contain information to ensure their needs were consistently met. There were no strategies of support identified to enable staff to effectively support children. Staff were not always aware of information in children's personal plans for example, they did not support a child to go outside when they were distressed, despite their personal plan stating this was their favourite thing to do. This resulted in the child finding it difficult to regulate their emotions.

The manager and staff told us that they were updating the personal planning formats to gather more detailed information. We discussed the importance of staff using this information effectively to support and meet children's needs. This area for improvement has not been met and has been continued.

Previous area for improvement 2

Children should be kept safe when playing in the nursery garden. The provider and manager should, at a minimum:

- a) ensure they make the outdoor areas safe for children to play by reviewing the outdoor environment for potential hazards and risks
- b) improve the safety of the concrete stairs
- c) make changes to the gravelled area where babies play
- d) put in place and implement a system to regularly review the outdoor areas to consider risks
- e) ensure they regularly review these measures, and take account of and reflect children's needs, wants, and wishes.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'My environment is safe and secure' (HSCS 5.17).

This area for improvement was made on 13 May 2022.

Action taken since then

Babies had a safer and more inviting garden. The babies garden had been developed to create a space which was more thoughtfully designed to take account of their stages of development and learning. The improvements included a ramp installed with a handrail to replace the concrete stairs and astroturf to replace the gravel. This helped to minimise the risk of accidents and incidents occurring.

Improvements had also been made to the main garden to increase the safety and security. Staff worked well with children to minimise hazards within the outdoor area. Children were encouraged to be involved in risk assessing to make the garden a safe place to play.

This area for improvement has been met.

Previous area for improvement 3

To enable children to experience play and learning that is right for them, the manager and staff should improve play opportunities on offer to stimulate, support and challenge all children.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS), which state that: '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 May 2022.

Action taken since then

Children did not consistently experience challenging and stimulating play opportunities. Babies did not have access to sensory play and did not get to play outdoors during the inspection. This meant they did not have a range of experiences which supported their development and learning. Older children had some opportunities to experiment, be creative and develop their language and literacy skills. However, children were not empowered to be fully involved in their play and learning. For example, they did not have free flow access to the outdoors which limited their choices about where they wanted to play.

Children missed opportunities to explore and play in the additional outdoor space as it was out of use due to the storage of equipment. Children would benefit from accessing this area as it offers increased opportunities to explore, investigate and be curious. We would encourage the staff and manager to consider how this could be addressed as a priority.

Staff discussed their plans for developing areas of the playrooms including improving the resources. However, this had not yet been carried out. As a result, children did not have a range of rich opportunities to support, challenge and provide depth to their learning.

This area for improvement has not been met and has been continued.

Previous area for improvement 4

To ensure children are safe and protected, the provider should follow safer recruitment guidance, carrying out all relevant checks in a timeous manner.

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 who support me have been appropriately and safely recruited' (HSCS 4.24).

This area for improvement was made on 13 May 2022.

Action taken since then

Children were safe and protected as safer recruitment guidance had been followed. This area for improvement has been met.

Previous area for improvement 5

To ensure children receive high quality experiences, the manager should support staff to develop their skills in quality interactions and to effectively facilitate and extend children's play and learning.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

This area for improvement was made on 13 May 2022.

Action taken since then

Children experienced care which was nurturing and warm. Children were offered physical comfort such as cuddles to provide reassurance and help them to feel secure. On occasions, children's need for comfort was not always responded to promptly which meant they were unable to regulate their emotions.

Younger children were not well supported to develop their language and communication skills. Limited interactions between the staff and babies meant they missed opportunities to support their development. Older children were supported by staff who used language to help them to keep themselves safe and encouraged them to problem solve. However, children's cues were not always recognised and responded to, for example, children were running in the playroom, and they were unable to play outside. As a result, children were not always effectively supported to develop and extend their play and learning. This area for improvement has not been met and has been continued.

Previous area for improvement 6

To support good complaint handling and communication with complainants the provider should access training for staff appropriate to their role and support them to apply the training in practice. The complaints policy and procedure should also be reviewed to ensure it is underpinned by best practice guidance and procedures are a clear and concise guide for good complaint handling.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

This area for improvement was made on 13 May 2022.

Action taken since then

The manager had completed training to support them in handling complaints. They discussed their learning and how this had developed their confidence. We were unable to fully assess how this would be applied to practice as there had been no complaints made to the service. We will follow this up at the next inspection.

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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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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