

Daisy Chain Nursery School Perth LTD

Day Care of Children

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Perth
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Telephone: 01738718775

Type of inspection:
Unannounced

Completed on:
13 May 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 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. The service is registered to provide care for a maximum of 50 children up to 16 years of age.

This was an unannounced inspection which took place on 11 May 2022 between 08:45 and 17:45 and on 13 May 2022 between 08:30 and 14:00. Two inspectors carried out the inspection. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year. To inform our evaluation we:

- spoke with children using the service
- gathered feedback from five parents and carers
- spoke with staff and management
- observed practice
- reviewed documents.

What people told us

We received feedback from five parents and carers. They were all happy with the quality of care their children experienced. They all commented positively on the relationships children had developed with staff. Some families felt they would benefit from better communication to ensure they are kept up to date with changes in the service.

Most children were happy and settled during their time at nursery. They told us about the activities they enjoyed doing. One child told us, "We're making a bug hotel". This supported the children's interests in insects and gave them opportunities to be curious and investigate.

Self assessment

A self assessment was not requested prior to the inspection.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	3 - Adequate
Quality of staffing	3 - Adequate
Quality of management and leadership	2 - Weak

Quality of care and support

Findings from the inspection

We evaluated this quality theme as adequate, where strengths only just outweighed weaknesses. We have made one recommendation to support improvement.

Most children experienced care which was warm and nurturing. Staff responded to children's emotional needs and offered them comfort and cuddles which supported them to feel safe and reassured. Most interactions we observed were positive however, we identified some interactions which could be improved. For example, on occasions staff carried or lifted children without explaining to them what was happening which resulted in children becoming upset or interrupting their play.

Children were encouraged to lead their play and learning following their interests. Children had an interest in minibeasts and staff supported them to develop their curiosity and understanding by building a bug hotel. They had opportunities to investigate and explore and we saw that children had fun. At times, younger children in the main playroom spent significant periods wandering around and were not engaged in play. Staff did not recognise or respond and as a result, the children were not supported to achieve their potential.

Staff knew most children well however, where support strategies had been identified, we found these were not being used to meet children's needs. There were inconsistencies in the information held for children, with some children not having a personal plan in place and other children only having basic information. As a result, staff were unable to use personal plans effectively to support and meet children's needs (**see recommendation 1**).

Children had healthy choices at meals and snacks. They were kept safe as staff were aware of their dietary needs and preferences and offered alternatives to meet their needs. Children had opportunities at mealtimes to be independent. Older children were encouraged to self-serve and babies were encouraged to feed themselves. As a result, children were becoming responsible and developing their confidence. Some staff in the main playroom sat with children during lunch which promoted a sociable experience and supported language development. However, some children were not well supported during lunch. For example, children were not encouraged or supported to use their cutlery. We suggested reviewing the layout of the self-service to enable staff to be more effectively deployed to support children at each table.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

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).

Grade: 3 - adequate

Quality of environment

Findings from the inspection

We evaluated this quality theme as adequate, where strengths only just outweighed weaknesses. We have made two recommendations to support improvement.

The indoor nursery environment was bright, well ventilated and clean. However, we found that more care and attention needed to be given to the garden to ensure it was a tidy and inviting space (**see recommendation 1**).

Children accessed a range of resources in the nursery such as books and construction to support their play and learning. Children's imaginative play was encouraged through messy and sensory play. They were able to transport their resources between areas of the nursery and we saw children taking their playdough and loose parts creations to the outdoors where they continued to experiment and be curious. However, we found that some areas lacked resources to offer children depth in their play and learning experiences. For example, the home corner had limited resources to support children's learning in literacy and numeracy. We suggested auditing each area of the nursery environment to ensure that all areas had resources to stimulate and challenge children in their play and learning (**see recommendation 2**).

Children in the main playroom had started to become involved in designing their own play spaces. Staff had gathered their views about how to develop the nursery garden. However, this was in the early stages, and we were yet to see the impact of this. Children using the main garden had opportunities to be active outdoors which supported them to develop their gross motor skills. They also developed skills in investigation, problem solving and were encouraged to be curious about nature and the world around them. The garden accessible for the babies was not fit for purpose as the area was covered in gravel and had concrete stairs without a handrail to provide support. This had the potential to put children at risk and cause significant injuries (**see recommendation 1**).

Babies benefitted from a designated sleep room which offered them a peaceful area to rest and relax. The manager identified the need to review and adapt the layout of the sleep room to give children more space and respect their privacy.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. 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).

2. 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).

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

We evaluated this quality theme as adequate, where strengths only just outweighed weaknesses. We have made two recommendations to support improvement.

We found that the most recent recruitment had followed best practice guidance. However, we sampled one other recruitment file and found appropriate references had not been undertaken to ensure that the staff member was suitable for the job. This had the potential to put children at risk (**see recommendation 1**).

Staff had received a limited and basic induction to the service which was not carried out when staff started in their roles. As a result of a poor induction, staff lacked knowledge and skills needed to provide consistently high quality care, play and learning. For example, staff did not have an understanding of how to share sensitive information with families during pick up. We signposted the manager to the National Induction Resource to improve the induction process and upskill staff.

Staff had developed positive relationships with children and were kind, caring and friendly. We saw staff supporting and extending children's schematic play by offering additional experiences. Children were supported to extend their thinking through some effective questioning. This supported children to achieve. However, at times, children's play and learning was interrupted as staff were led by routines of the day. Staff should continue to build on the positive interactions to ensure children receive consistently high quality care, play and learning (**see recommendation 2**).

Staff had begun to reflect on their practice and were in the early stages of self evaluating to support them to improve the experiences for children. They had set realistic goals focusing on improving their interactions and developing the environment. Staff had completed some online training, for example in child protection. They were aware of how to respond to concerns to keep children safe and protected. We would encourage staff to reflect on their learning to improve outcomes for children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. 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).

2. 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).

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

We made an evaluation of weak for this quality theme. Whilst we identified some strengths, these were compromised by significant weaknesses. We have made two requirements and one recommendation to support improvement.

There had been significant changes to the management team which had impacted negatively upon the leadership of the service. The new manager had only started working in their role the week of the inspection however, they had a clear vision about the direction of the service, identifying areas for improvement and how to address these to improve the experiences and outcomes for children. The manager demonstrated a realistic understanding of the level the service was performing at. An improvement plan was in place which had realistic and achievable targets set. They should begin to action these and also address the areas for improvement identified within the inspection.

There was a lack of robust and effective quality assurance in place to have a positive impact on children's outcomes (**see requirement 1**). Some quality assurance processes had been carried out identifying strengths and areas for improvement. However, this was in the early stages, and most of the actions identified had yet to be addressed. Staff would benefit from the management team carrying out focused observations of practice to give them support and guidance on how to improve. These observations should also inform support and supervision. We found that there was a lack of effective support and supervision carried out with staff which meant they did not get the support needed to improve their practice. We also found areas where auditing and quality assurance had not been carried out. For example, there was not an effective system in place to record child protection concerns and chronologies which had the potential to put children at risk.

We had significant concerns with the lack of notifications submitted to other agencies and the Care Inspectorate which had the potential to put children at serious risk (**see requirement 2**). This was actioned by the management team during the inspection however, notifications must be made timeously to ensure children are safe and protected.

Where complaints had been made to the service, there was limited evidence of how these had been investigated. This had the potential that improvements identified in complaints were not fully addressed. We saw an improvement in how the most recent complaint had been dealt with, however, whilst the complaints policy had been updated, there was not a clear and robust system in place to ensure complaints were handled consistently. A previous recommendation has been continued (**see recommendation 1**).

Requirements

Number of requirements: 2

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).

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).

Recommendations

Number of recommendations: 1

1. 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).

Grade: 2 - weak

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

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 Health and Social Care Standard 3.14: 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.

This recommendation was made on 18 January 2022.

Action taken on previous recommendation

The complaints policy and procedure had been updated however, there was not a robust system in place to ensure complaints were fully addressed. Staff had not undertaken training to support them in their role. This recommendation has been continued.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Enforcement

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

Inspection and grading history

This service does not have any prior inspection history or grades.

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